



Client Services Associate

Job Ad

Harvest Manitoba is a fast-paced and energetic workplace with employees that care about the work we do and the communities that we serve. As a not-for-profit, community-based organization, our goal is to collect and share food with people that are hungry and offer training opportunities to help people step up and out of poverty.

Harvest Manitoba is an outstanding place with employees that care greatly about the work that we do and the people that we work with and serve. We're seeking a dedicated **Part-Time Permanent Client Services Associate** that will work well with our team. This position helps ensure that people who require emergency food assistance to feed themselves and their families can access a consistent, adequate, safe and nutritious, supply of food. This person must have excellent customer service skills, be flexible and able to go with the flow because no two days are ever the same at Harvest!

What you'll do:

- Ensure that all first time clients receive assistance and register them for a community food bank appointment as required.
- Assist clients with accessing resources in the community.
- Maintain client records and the client services database.
- Provide assistance to Call Centre operators and assist with the training of new Call Centre volunteers, including orienting and updating Call Centre materials as required to reflect current practice.
- Regularly communicate with the Agencies Department about any client or agency issues that are relevant.
- Provide up-to-date referral data for public education and statistical purposes.
- As a member of the Harvest Manitoba CREW, support the team however needed to ensure operational needs are being met.

About You:

- A firm belief in the dignity of all human beings and a positive and caring approach.
- Exceptional communication skills, organizational abilities and the proven ability to quickly adjust to competing priorities.
- Three or more years' experience in a customer service role, with an ability to provide timely & personalized solutions.
- Experience working with individuals that are facing barriers or challenges.
- A strong team focus and interest in supporting the organization and its CREW.
- An intermediate knowledge of the Microsoft Office Suite, particularly Word and Excel, is required.
- Ability to pass a criminal background check and child abuse registry check.

Evening and weekend shifts will be required as business levels dictate.

Think you have what it takes to join our outstanding CREW? Let's talk.

To learn more about this opportunity, visit: <https://www.harvestmanitoba.ca/about-us/join-our-crew/>

Apply by email with your resume and cover letter at: hr@harvestmanitoba.ca

We thank all candidates for their interest; however only those with the required qualifications will be contacted.

Harvest Manitoba is an equal opportunity employer and is committed to equity, diversity & accessibility in the workplace.