



**Customer Service Representative
One (1) Full Time Position Available
Salary Range: \$ 38,300 – 49,800**

Grand River Employment and Training Inc. (GRETI) is seeking a dependable, customer focused individual for the Customer Service Representative position with Kayanase. The Customer Service Representative is responsible for general office administration and administrative support including but not limited to invoicing, assisting clients and staff, as well as organizing and attending meetings or events.

The Customer Service Representative shall possess the following skills: communication, customer focus, teamwork, analysis, and problem solving . In addition to these skills, you must possess the following qualifications:

Qualifications:

-  **Diploma in Office Administration, Customer Service or related discipline**
-  **Minimum of one (1) year experience in an office or service-based environment**

If you have desire to preserve & restore the natural environment, tell us who you are by submitting the following:

- 1. Cover letter stating how you meet the demands of this position**
- 2. Up to Date Resume highlighting your qualifications, and**
- 3. Three (3) work related references (letters not required)**

Please submit a covering letter and resume that demonstrates how you meet the requirements, GRETI cannot make assumptions about your education and experience. We thank all those who apply.

GRETI offers a competitive wage, group benefits and pension for full time employees, three (3) weeks' vacation to start, along with other non-required benefits

Applications must be submitted to: Human Resources, P.O. Box 69, 16 Sunrise Court, Ohsweken, Ontario N0A 1M0

Applications may also be faxed and emailed to **(Fax) (519) 445-4777** or **kristen@gretisn.org** until **4:00 PM** on **Friday October 16, 2026**. Late applications will not be considered.

GRETI is committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you are contacted by GRETI regarding a job opportunity, please advise if you have any restrictions that need to be accommodated. All information received in relation to accommodation will be



kept confidential. Based on the need to provide professional services, only those applicants meeting the minimum qualifications will be contacted for an interview.

Job Title:	Customer Service Representative
Location:	Kayanase Greenhouse
Reports To:	Kayanase Operations Manager

A. PURPOSE:

The **Customer Service Representative** is responsible for general office administration and administrative support including but not limited to budgeting, invoicing, human resources, assisting clients and staff, as well as organizing and attending meetings or events.

The Customer Service Representative provides administrative support for operational projects, record management, reporting, standard operating procedure development, customer experience initiatives, and interdepartmental collaboration. The position contributes to the achievement of departmental and organizational goals by supporting operational efficacy projects.

The Customer Service Representative is responsible for assisting the department and organization in reaching their goals and objectives by continuously enhancing operations through more efficient and effective work processes while maintaining the level of professionalism expected by GRETI (as outlined in the Policies and Procedures Manuals) and upholding the ethics of the position.

B. CORE COMPETENCIES:

- ✚ Communication
- ✚ Customer Focus
- ✚ Teamwork

- ✚ Analysis
- ✚ Problem Solving

C. QUALIFICATIONS:

The Customer Service Representative shall possess a diploma in office administrative, customer service or related discipline with a minimum of one (1) year experience in an office or service-based environment.

Knowledge



- + Experience in bookkeeping/data entry
- + Experience using customer service & database tracking systems is considered an asset
- + Experience developing, maintaining, & updating standard operating procedures (SOP's)

Skills

- + Strong organizational skills related to records management, document control, archiving, & electronic file management systems
- + Ability to work collaboratively with internal departments & suppliers
- + Strong desire to preserve & restore the natural environment
- + Ability & willingness to participate in all aspects of office administration
- + Ability to take direction & effectively work as part of a team with Management & co-workers
- + Good interpersonal & communication skills
- + Ability to work with tact & discretion
- + Ability to work independently with minimum supervision
- + Ability to function in a flexible schedule
- + Ability to arrive daily to work on time, using own transportation
- + Possess a valid Ontario driver's license & be willing to travel frequently
- + Preference given to individuals of Aboriginal ancestry

FOR A COMPLETE COPY OF THE JOB DESCRIPTION, PLEASE CONTACT HUMAN RESOURCES at kristen@gretisn.org, please allow 24 hours for a return e-mail or call (519) 445-2222 ext. 3113.

We use artificial intelligence tools to support the screening, assessment, and selection of applicants in our GRETI hiring process. These tools assist our team and do not replace human decision-making.