



Eyagoyadagen:ha
Helping the People

**Client Service Specialist
One (1) Full Time Position Available
Salary Range: \$40,300 - \$52,300**

Grand River Employment and Training Inc. (GRETI) is seeking a highly motivated, enthusiastic, and hands-on individual to provide exceptional front-line support by welcoming clients and delivering information on GRETI's employment and training programs. This role enhances service delivery through efficient processes while upholding professionalism and contributing to organizational goals.

The Client Service Specialist shall possess the following skills: Dependability, Communication, Critical Thinking, and Confidentiality. In addition to these skills, you must possess the following qualifications:

Qualifications:

- + Diploma in Administrative, Customer Service or related discipline
- + Minimum of (1) year of experience in customer service

If you have a strong desire to help individuals access employment and training opportunities while delivering professional and responsive services, tell us who you are by submitting the following:

Cover letter stating how you meet the demands of this position

1. Up to Date Resume highlighting your qualifications, and
2. 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 August 28, 2026.**

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.



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Job Title: Client Services Specialist
Location: Grand River Employment & Training (GREAT)
Reports To: Program & Services Team Leads

A. PURPOSE:

The Client Service Specialist is responsible for greeting the public and providing general information about GRETI's employment and training programs and services. In support of GRETI's goal of providing quality services, the Client Service Specialist will provide exceptional client services.

The Client Service Specialist is responsible for assisting the department and organization in reaching their goal 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:

- ✚ Accountability
- ✚ Dependability
- ✚ Communication
- ✚ Critical Thinking
- ✚ Multi task
- ✚ Confidentiality
- ✚ Ethics & Integrity
- ✚ Planning & Organizing
- ✚ Problem Solving
- ✚ Team Work

C. QUALIFICATIONS:

The Client Services Specialist shall possess a diploma in Administrative, Customer Service or related discipline with in a minimum (1) year of experience in customer service.

Knowledge

- ✚ Strong knowledge of office procedures and
- ✚ Knowledgeable of and experience working with various levels of government and contribution agreements

Skills

- ✚ Excellent people skills
- ✚ Proficient in Microsoft Office Suites (Outlook, Word, Excel, PowerPoint etc.)
- ✚ Handle a high volume workflow with strong attention to detail

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.