



Client Service Coordinator – Bilingual E/F Information Technology Oakville, Ontario

The Company

GrantStream is a small, fast-growing, privately-owned Canadian company in the field of corporate citizenship and community investment. We provide unique Internet-based technology services to demanding FP 500 corporations such as Honda, Bell, Air Canada, Manulife Financial and Petro-Canada. GrantStream, established in 2000, is located in bright, modern offices in Oakville, Ontario. We offer a progressive, friendly and positive team environment.

The Job

The **Client Service Coordinator** is a permanent, full time bilingual position. In this role, the successful candidate will provide customer service and support for GrantStream's technology services in both English and French. As the company grows, so will the responsibilities and challenges of this role. **This is not a call centre position.**

Essential skills for this role include:

- Proven customer service orientation;
- Excellent command of written and spoken English and French;
- Excellent organizational skills; and
- Strong attention to detail.

This position will appeal to dynamic, confident individuals who want to develop professionally in a challenging and demanding client service role.

Duties and Responsibilities

- ❑ *Set up of Client Systems*
 - Liaise with new clients in English and French during the set up of on-line application forms and review sites; provide insight, advice and rationale to clients;
 - Assist in customization of GrantStream technology by listening to and understanding the client and then developing solutions to meet those needs;
 - Update and revise database tables in English and French;
 - Test new client set-ups to ensure quality control;
 - Work with GrantStream programmers to customize client set-ups.
- ❑ *Client and User Support*
 - Manage telephone calls and emails from clients and applicants in English and French;
 - Provide first line telephone support, service and issue resolution with clients and applicants in English and French;
 - Proactively contact clients to inform them about technical issues and service disruptions;
 - Work with GrantStream IT staff to resolve technology issues;
 - Identify and document technical support trends and issues;
 - Make recommendations on technical support issues.
- ❑ *Client relations*
 - Maintain open dialogue with clients in English and French to proactively to identify issues, needs, etc.
 - Provide first line support on non-technical related issues

GrantStream Employment Opportunity: Client Service Coordinator (Bilingual E/F)

□ Administrative tasks

- Set up and adapt user manuals
- Prepare documentation
- Review and edit written materials in English and French

Reporting Relationship

This role reports to the Manager, Client Services.

Requirements

- Advanced speaking and writing skills in English and French are essential
- University or college graduate
- Minimum two years of customer service experience
- Outstanding customer service orientation
- Excellent interpersonal skills with polished telephone manner
- Highly competent in Microsoft Office (especially Word and Excel)
- Strong computer aptitude and interest
- Well developed writing skills in English and French
- Proven self-starter with strong personal initiative
- Excellent organizational skills and attention to detail
- Outstanding team skills
- Flexible working approach with positive attitude and commitment to excellence
- Canadian citizenship or valid, current Canadian work permit

Assets

- Information technology / computer education, training or experience
- Experience with:
 - Microsoft Access
 - HTML
 - Crystal Reports
- Other languages in addition to English and French (e.g., Spanish, German, etc.)

Compensation

- Commensurate with experience and qualifications
- Range: \$33,000 – 40,000

How to apply

1. Please read the job requirements carefully.
2. If you meet the requirements (i.e., languages, experience, skills), prepare a résumé and a cover letter summarizing your qualifications and stating why you are interested in working at GrantStream.
3. Prepare an email with the job title “Bilingual Client Service Coordinator” in the subject line and attach your résumé and cover letter
4. Submit via email to careers@grantstream.com.

All applications must be in writing. No telephone calls please.

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