

**Customer Service Representative (FNC 201900051)**

**Institute of Indigenous Learning**

**Location:** London

**Employment Group**: Support

**Type of Position:** Full-time

**Closing Date:** April 26, 2019

**Note:** This is a full-time temporary position until May 2, 2020 (35 hours per week).

**Duties:** Modeling an Indigenous world view, the Customer Service Representative - Institute of Indigenous Learning position provides clerical support, reception duties and front-line customer service for the Institute of Indigenous Learning. Clerical duties include scheduling appointments, telephone answering, data collection, student file maintenance, and overseeing student use of the Centre's facilities. Also provides consultation and support services for the First Nations Student Association, Peer Helper Program, and the Institute of Indigenous Learning intramural sports teams.

**Qualifications:**

* Post-secondary diploma or certificate in Business or a related discipline, or a combination of relevant education and work experience
* Minimum of 1 year related work experience, preferably in an Indigenous or educational setting
* An equivalent combination of education and/or experience may be considered; preference will be given to applicants meeting the education requirements
* Requires computer competency, including use of Microsoft tools
* Experience working with and for Indigenous communities and students is an asset
* Experience working in an Indigenous unit within a college environment is an asset

**While transcripts are not required for the interview, they are mandatory prior to any offer of employment.**

**How to Apply:**

For more information and how to apply, please visit the Fanshawe College website at: [**https://jobs.fanshawec.ca/applicants/jsp/shared/Welcome\_css.jsp**](https://jobs.fanshawec.ca/applicants/jsp/shared/Welcome_css.jsp)

We thank all applicants for their interest; however, only those chosen for an interview will be acknowledged.

**Fanshawe College is an equal opportunity employer.  We are committed to equity, value diversity, and welcome applicants from diverse backgrounds.**

**Fanshawe College provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and the Recruitment Coordinator leading the recruitment will work with the applicant to meet the job applicant's accommodation needs.**