

Job Title: Resource & Information Center Advisor

Location: Port Hope, with travel to Cobourg.

Hours: Part-time, 20 hours per week

Position Overview

The Resource & Information Center Advisor is often the first point of contact for job seekers, employers, and community members accessing our services. This role is ideal for someone who thrives in a client-focused environment, can balance multiple priorities, and has strong computer and administrative skills.

The Advisor ensures that every client feels welcomed, supported, and equipped with the tools they need for success, while also keeping the Resource Centre running smoothly and efficiently.

Key Responsibilities

Client & Resource Centre Support

- Provide welcoming, knowledgeable, and professional front-line service to all clients and employers.
- Assist clients in using Resource Centre tools, including computers, internet, and job search platforms.
- Support clients with resumes, cover letters, online applications, and other employment preparation activities.
- Share up-to-date labour market information, including local job postings, industry trends, and occupational requirements.
- Maintain current community, government, and training resources to help clients reach their employment goals.
- Collaborate with colleagues and community partners to connect clients with additional supports as needed.

Administrative & Office Support

- Perform reception duties, including managing phone calls, greeting visitors, and scheduling appointments.
- Accurately enter client activities into databases and maintain detailed, confidential records.
- Keep the Job Board and other client-facing resources up to date.
- Support day-to-day office operations, including filing, scanning, and maintaining office equipment.
- Provide administrative assistance across programs to ensure smooth service delivery.

Social Media & Communications

- Develop and manage engaging content for Facebook and Instagram, including posts, stories, and reels.
- Monitor online activity, respond to inquiries, and foster a positive and professional online presence.
- Track and analyze social media performance to improve engagement and reach.
- Stay up to date with platform changes, trends, and best practices.
- Support paid advertising campaigns, ensuring effective targeting and performance monitoring.

Qualifications

- Diploma in a related field, or equivalent combination of education and experience.
- Minimum 2 years' experience in a client-facing administrative role.
- Strong knowledge of the local community, employment, and training resources.
- High proficiency with Microsoft Office (Word, Excel, Outlook), Google Docs, and database systems.
- Excellent multitasking skills with the ability to manage competing priorities in a fast-paced environment.
- Experience with social media management (Facebook and Instagram preferred).
- Clean police and vulnerable sector record check required.

Skills & Competencies

- Exceptional customer service skills with a professional and approachable manner.
- Strong written and verbal communication, with excellent grammar and attention to detail.
- Proven ability to multi-task, stay organized, and adapt quickly to changing needs.
- Effective interpersonal skills, with the ability to support clients empathetically while maintaining professional boundaries.
- Resourceful problem-solver with strong critical thinking skills.
- Collaborative team player who thrives in a dynamic environment.
- Commitment to confidentiality, integrity, and respect for client information.
- Basic design and video editing skills (e.g., Canva, Adobe)

 **Location:** Port Hope, with travel to Cobourg and potentially throughout Northumberland County

 **Hours:** 20 hours per week

 **Apply by:** October 26, 2025

 **Send your resume and cover letter to:** newell@watton.ca