

# **JOB DESCRIPTION**

## **RESOURCE AND INFORMATION CONSULTANT**

Head Office:  
P.O. Box 858, 51 King Street East  
Brockville, Ontario – K6V 5W1  
(613) 342-2312 Fax (613) 342-2875



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## **RESOURCE AND INFORMATION CONSULTANT**

### **Reporting to Employment Services Supervisor**

**Summary:** *The role of a Resource & Information Consultant is to provide the initial point of contact for individuals seeking Employment Services. Identify employment and or training needs of the individual and direct them to the most appropriate resource. Assist individuals, both self-directed and directed, with computers, access to the internet, resumes, labour market information, and training opportunities. Connect and network with community partners and employers.*

### **Responsibilities**

#### **Resource Centre:**

- To provide knowledgeable, friendly front line communication with individuals and employers seeking employment services.
- Identify employment and or training needs of individuals and direct them to the appropriate resource.
- Solid knowledge of the resources and services available through government programs and community to support individuals, employers and community partners.
- Liaise with co-workers and community agencies to refer clients to other supports.
- Gather information on local, provincial and national labour markets, including such things as job postings, occupational skills and training requirements, along with emerging and declining sectors.
- Provide assistance to self-service clients to utilize resources available in the centre. Assist with resumes, cover letters, computer and internet use; identify sites for online self-assessments, online applications, career, and employment preparation.
- Other duties as requested by management.

#### **Administrative Duties:**

- Perform reception duties in an efficient, professional and courteous manner
- Schedule appointments on behalf of Employment Consultants
- Maintain “Job Board” ensuring all postings are current and relevant
- Promptly and accurately enter client activities into applicable database and ensure monthly reports are submitted in a timely fashion to the Employment Service Coordinator
- Distribute workshop schedules
- Maintain office equipment: fax machine, printer, computers i.e., weekly system maintenance of computers
- Provide administrative support to the other programs; initiative to include record-keeping
- Facilitate purchasing requirements for the Centre following company policy
- Maintain and balance petty cash
- Attend community functions to network and inform employers and the community at large of programs and services
- Respect and follow all CSE Consulting Policies and Procedures
- Work cooperatively with all employees of CSE Consulting
- Other duties as requested by management

#### **Requirements:**

- Possess a diploma in a related field or combination of related education and work experience
- Adhere to the Canadian Standards Guidelines for Career Development Practitioners
- Excellent data entry skills and fluent in use of Microsoft Office applications
- Pursue personal development of skills and knowledge necessary for the effective performance of the role
- Current knowledge of community and government resources available to clients and employers
- Knowledge of the local labour market, various careers and occupations and their job requirements

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**Title: Resource and Information Consultant**

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- Skilled with job search/self-marketing strategies such as resume writing, interview techniques, etc.
- Possession of a valid driver's licence and reliable transportation
- Clean police and vulnerable sector record check

**Skills:**

- Demonstrate outstanding customer service skills and a professional manner
- English grammar skills; both written and verbal
- Excellent interpersonal and communication skills
- Resourceful in finding information, critical thinking, and problem solving
- Advanced computer skills including Microsoft Office applications
- Demonstrate basic knowledge of accounting and bookkeeping concepts and practices
- High degree of confidentiality and respect towards others
- Ability to work with people in an empathetic yet focused manner