

**Job Posting:
System Navigation Assistant (Client Support Professional)
at WILL Employment Solutions**

WILL Employment Solutions is looking to add a System Navigation Assistant (Client Support Professional) to our team on a temporary basis (12 – 18 month contract) to cover a maternity leave. Reporting to the System Navigation Team Lead, the System Navigation Assistant is responsible for serving as a bridge between the clients and WILL's services by registering, assigning, and referring job seekers to all services available that meet their needs across the organization. This includes all services, teams, programs and projects of WILL Employment Solutions. The candidate will also provide timely administrative, client tracking, client navigation and reporting services in support of the mission that all immigrants are meaningfully employed.

WHO ARE YOU?

- Completed post-secondary education
- 2-3 years of experience in an administrative role
- Expert level proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook, and Access)
- Highly developed understanding of database systems, experience with customized database, and proficient with data entry
- Superior oral and written communication skills with the ability to communicate effectively in technical, business, and community environments
- Experience operating a multi-line switchboard and excellent customer service skills to handle both telephone and face to face inquiries
- Analytical, good time management skills, and able to meet deadlines with frequent interruptions
- Organized and process oriented with strong attention to detail
- Change-oriented mindset with a passion for continuous improvement and commitment to excellence
- Ability to work independently with minimal supervision
- Cross-cultural competency with an ability to interact and work effectively with people from different cultures and backgrounds
- Professional demeanor and ability to handle confidential information
- Second language is an asset

OUR ASK?

- A. Act as an integrated intake, registration and referral hub for our clients to strengthen and expedite timely referrals internally and externally by:
 - Providing a welcoming, engaging, and respectful environment for clients;
 - Understand client needs and assign them to the correct services within WILL Work, WILL Access and WILL Immploy;
 - Registering clients accurately by entering their information in the intake database;

- Connecting clients with appropriate internal and external referrals to continue the process of supporting in clients' job search;
 - Following up with clients on their requests for services to keep them updated on the process of their file;
- B. Champion clients in achieving their goals and connecting with services needed by:
- Actively communicating with all teams and projects surrounding opportunities to strengthen client navigation pathways and continuously improve services;
 - Generating and reviewing reports of client progress at monthly intervals after referral to track progress and action communications and follow up accordingly;
 - Responding to client inquiries in person, over the phone and through email;
 - Periodically following up with clients to assess job readiness;
- C. Provide staff with accurate data required for various duties in a timely and efficient manner, including:
- Assuring that all data fields on client registrations and follow up are complete and accurate;
 - Communicating with managers, project managers and team leaders to determine data requirements for reports and extracting data as needed;
 - Creating monthly, quarterly, semi-annual and ad hoc reports;
- D. Support organizational outreach including offsite System Navigation meetings at various community organizations
- E. Administrative Support/Reception as required by:
- Providing front desk coverage when required; and
 - Supporting special projects and other duties as assigned.
- F. Professional Conduct Expectations include:
- Maintaining strict confidentiality of all company and client information and managing records in accordance with recognized professional standards.
 - Conducting all business activities with professionalism, consistently representing WILL Employment Solutions in a positive and appropriate manner.

WHY US?

- Awesome co-workers and meaningful goals.
- Health & dental benefits and pension program.
- Professional development opportunities.
- A salary range of (\$19 - \$21 per hour).
- Generous paid sick time and vacation time.



If you would like to work with us, we would love to hear from you. Simply send your resume and cover letter by Friday, October 31, 2025 at 12:00 pm (Noon) to:

Hiring Committee/System Navigation Assistant
c/o WILL Employment Solutions
141 Dundas Street, 4th Floor
London, ON N6A 1G3
Fax: 519-663-5377

Applicants may also choose to submit applications electronically to careers@willemployment.ca Please reference: Hiring Committee/System Navigation Assistant in subject Line.

WILL Employment Solutions values diversity in all its forms and recruits qualified individuals at all occupational levels that reflect the diversity of our clients and our community. We strive to foster a workplace in which all individuals maximize their potential, regardless of their differences. We are committed to providing accommodations for person with disabilities. If you require an accommodation to complete this application, we will work with you to meet your needs. Accommodation may be provided at all stages of the hiring process.

Please note that although we thank all applicants, only those being considered for interviews will be contacted.