

Job Posting; System Navigation Assistant

Help people take the first step toward meaningful employment!

Do you want to make a difference by connecting people to opportunities that change lives?

WILL Employment Solutions is looking to add a System Navigation Assistant to our team. Reporting to the System Navigation Team Lead, the System Navigation Assistant serves as a key point of connection for job seekers, helping them access the services, programs, and supports that best meet their needs. The incumbent is responsible for registering clients and coordinating referrals across all WILL Employment Solutions services, teams, programs, and projects, including WILL Work, WILL Access, and WILL Immploy. The System Navigation Assistant also provides timely administrative support, client tracking, navigation, and reporting services that contribute to WILL's mission of helping immigrants achieve meaningful employment in a timely manner.

WHO ARE YOU?

- Completion of 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 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 communicate 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 support to staff of WILL Work, WILL Access and WILL Immploy and front desk coverage (on 2nd and 4th floors);
 - Maintaining all company and client information in strict confidence and retaining files according to accepted professional practices;

- Conducting business in a professional manner and projecting a positive, appropriate and professional image of the organization.
- Special projects and other duties as assigned.

WHY US?

- Awesome co-workers and meaningful goals.
- Health & dental benefits and pension program.
- Professional development opportunities.
- A salary range of (\$20 - \$24 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, August 14, 2026 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 application 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 interview will be contacted.