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## **Job Posting for the Fulltime position of Workshop and Resource Centre Facilitator / Administrative Support**

**Compensation:** This position provides a competitive salary plus benefits. Hours of Work: Mon. – Fri. 37.5 hours a week in person. This salaried position may periodically require the employee to work outside of the regular office hours.

In this combined position of **Workshop and Resource Centre Facilitator (90%) / Administrative Support (10%)** you will be the first point of contact which requires a person with excellent attention to detail, strong communication and administrative abilities and superior customer service.

In the Facilitator role you will support vulnerable clients in their job search journey through one to one support and various job search, computer basics and career exploration workshops. You will be required to construct professional resumes and cover letters utilizing templates, creativity and AI tools. Working jointly with the employment services team of employment counsellors and job developers this role supports the provision of employment services that assists clients with their employment goals.

As required you will monitor the client employment resource area providing information and supportive assistance to the general public. You will also support a wide range of administrative functions of the organization including information management - data entry, printing, photocopying and mailing. As part of the staff team you will ensure the maintenance, security, cleanliness and organization of the reception and resource areas.

In the administrative role you will greet, encourage and support clients and visitors, respond to enquiries, accept and process payments and answer and manage a multi-line phone system directing calls to appropriate staff. Utilizing the organization's data management system, you will enter scheduled appointments for staff and as appropriate add clients to scheduled training sessions and workshops.

The combined position of **Workshop and Resource Centre Facilitator (90%) / Administrative Support (10%)** will be responsible for, but not necessarily limited to, the following duties:

### **Facilitator**

- Facilitate job readiness, career exploration, resume, cover letter, labour market and interview skills workshops of various lengths from half a day to 2 weeks.
- Facilitate / instruct clients (one to one or groups) in professional resume and cover letter construction, computer basics, interviews, AI, social media, internet use and navigation.
- Remaining current on London (region) labour market trends and the most effective job search strategies, techniques and monitoring marketplace trends.
- Enter data into the organization's data management system.
- Completing reports and documentation on activities as required.
- Attending meetings as required.
- Adhering to London Training Centre policies.

## **Employment Resource Centre**

- Maintain Resource Centre in a neat, orderly, useful and accessible manner.
- Solicit, collect and periodically update resources from the community.
- Shelving and re-shelving of all materials.
- Provide ongoing support to the general public accessing the Resource and information area of LTC.
- Work jointly with other staff to ensure the cleanliness and operational effectiveness of the centre.

## **Administration**

- Provide assistance to reception as required.
- Maintain the highest standards of customer service.
- Effectively communicate to visitors of LTC all protocol and procedures related to access of the organization's services.
- Strong knowledge and application of MS Office products and software.
- Proficient keyboarding skills.
- Ability to prioritize and multi-task.
- Excellent Organizational skills.
- Strong understanding of office machine functions and knowledge of payment processes.
- Ability to remain calm and professional in a dynamic and changing workplace.

We are looking for a person with a background and education in strong communication, customer service and facilitation or teaching skills with a drive to provide support and superior customer service to vulnerable individuals. We value excellence, teamwork, learning, diversity, integrity and high levels of commitment to customer service.

Interested candidates should forward a cover letter and resume by March 25, 2026.

Grant Whatford / Hiring Committee

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