



GEOMATICS CONSULTANTS

Employment Opportunity

Job Title: Executive Assistant/Client Support Specialist (1 Full Time)
Reports to: Geomatics Manager
Department: Geomatics Solutions
Location: Halifax, Nova Scotia

Membertou Geomatics Solutions is seeking a highly organized and detail-oriented Manager's Assistant and Client Support Specialist to support our team. The ideal candidate will be a proactive self-starter with excellent communication skills and the ability to manage multiple tasks in a fast-paced environment. The ideal candidate will also be responsible for providing excellent customer service to our clients and ensuring their needs are met in a timely and efficient manner.

Responsibilities:

- Manage the manager's schedule and coordinate appointments, meetings, and travel arrangements
- Screen and respond to incoming calls, emails, and correspondence on behalf of the manager
- Prepare and edit business documents, reports, and presentations as needed
- Act as liaison between the manager and internal/external contacts
- Support the manager in the implementation of projects and initiatives
- Maintain confidential information and files
- Respond to client inquiries in a friendly and professional manner
- Troubleshoot and resolve customer issues, escalating more complex issues as needed
- Maintain accurate and up-to-date client information
- Collaborate with cross-functional teams to resolve customer issues and improve processes
- Keep up-to-date with product information and changes to effectively assist clients
- Provide feedback to the management team on areas for improvement and opportunities to enhance the customer experience

Requirements:

- Relevant degree, diploma or equivalent experience in business administration
- Proficient in Microsoft Office suite and Google Apps
- Experience with customer service software, databases, and tools
- Strong organizational and time management skills
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team
- High level of discretion and ability to handle confidential information
- Familiarity with basic technical concepts and a willingness to learn more
- A proactive approach to problem-solving with strong decision-making skills
- Professional level verbal and written communication skills

This is a full-time position with competitive salary and benefits. If you are passionate about providing exceptional customer service and enjoy working in a fast-paced environment, we encourage you to apply.

Preference given to Aboriginal peoples in accordance with the Aboriginal Employment Preferences Policy of the Canadian Human Rights Commission

Working Conditions

Physical Environment

An office environment with a work station that is comfortable, temperature controlled, and well-lit. Equipment for use is up to date and well maintained.

Physical Effort

Majority of work hours are spent sitting in an office chair, with frequent opportunities to move around. The incumbent will occasionally need to move or lift objects (up to 25 lbs.) such as offices supplies, equipment, files or boxes.

Sensory Attention

This position requires keen listening and observational ability due to the nature of discussions with staff and the community. It also requires strong analytical and critical thinking skills in order to assess various related situations, as well as efficient reading and writing abilities in order to create and review documents, including emails, memos and policies.

Resumes with Cover Letters can be submitted to:

Membertou Human Resources Department
Attention: Richard Stevens
47 Autwen Ma'sl Awti
Membertou, NS B1S-2P5

Or via email to: jobs@membertou.ca

DEADLINE FOR APPLICATIONS: Friday August 9th, 2024 at 4:30 PM AST.

*Thank you for applying, however, only those selected for an interview will be contacted.
Membertou reserves the right to pause, extend or revoke this posting at any time without notice.*