

L'ALLIANCE FRANCAISE OF OTTAWA IS RECRUITING:

CUSTOMER SERVICE CLERK – FULL TIME

THE ORGANIZATION

Alliance Française Ottawa is a language center, an exam center and cultural center that offers different francophone activities to the community, in addition to the library and Culturethèque (online library). Alliance Française Ottawa is also a language center that offers French courses for adults, companies, and government employees.

Alliance Française Ottawa is part of a wide international network created in 1883 whose missions are to promote French language and Francophone cultures around the world.

Found in 134 countries, the Alliances Françaises are non-profit organizations founded locally. As such, the Alliance Française Ottawa is a Canadian association founded in 1905.

THE JOB

The clerk welcomes and informs the customers, registers the students and candidates and takes their payments. He/she is the first contact of the newcomer in the alliance and his/her work participates in the success of our activity: the promotion of FSL and of francophonie in Ottawa.

GENERAL WORK CONDITIONS

Hourly wage: \$16

Working time: 37.5 hours/week - Monday / Friday: 8:30 a.m.-4:30 p.m. – 30' lunch pause

4 weeks paid vacation

Health insurance provided

Start date: as soon as possible

TASKS

- Greet and inform clients by phone or on site about course offerings and tests and exams, based on information available
- Complete course and test registration and update administrative records on the organization's *Arc-en-ciel* software, under the supervision of the Course Director.
- Sell and distribute course manuals
- Take payments by phone or on site
- Direct clients via all appropriate means, in connection with the organization's marketing strategy
- Manage and update the client and subscribers file in *Arc-en-ciel*

SKILLS

- Excellent knowledge of Windows and Microsoft Office (Word, Excel, Outlook)
- Perfect command of French and English: spoken, read and written
- Precision and organizational skills
- Excellent interpersonal skills
- Discretion and respect for confidentiality
- Versatility and adaptability
- Ability to integrate into a team, to situate one's contributions within a project

TO APPLY: PLEASE SEND YOUR APPLICATION (RESUME, COVER LETTER AND REFERENCES) EN FRANÇAIS TO: delagation@af.ca