



**Client Engagement Representative (CDB 41443)**  
**Access Studies**  
**Faculty of Access, Language and Regional Campuses**

**Location:** London  
**Employment Group:** Support  
**Type of Position:** Full-time  
**Hours:** 35 hours per week. Monday to Friday 8:30 a.m. to 4:30 p.m.  
**Pay Details:** \$27.81 per hour  
**Closing Date:** August 22, 2024

**Working at Fanshawe College**

Fanshawe College is committed to the principles of hybrid work and may offer this option to employees whose work can be performed in an alternate location, without adverse impact to the operations of the College, inclusive of our Student and Staff experience. Confirmation of hybrid work options available to you will be clarified upon hire and may be subject to change based on the duties required of your position. Successful candidates will be required to perform work within Ontario and must be available to work on campus, as required.

**Note:** This position is located at 431 Richmond Street (Downtown), London, Ontario

**Note:** This is a full-time Support position starting August 6, 2024 (35 hours per week).

**Duties:** Under the direction of the Associate Dean, School of Access Studies and Regional Delivery, the Client Engagement Representative provides customer service, administrative and clerical support in the day-to-day operations of the division. The position will include regular conversations or meetings with relevant College departments, focusing on service to our students.

**QUALIFICATIONS**

- Post-secondary 2-year diploma in Office Administration, Business or related discipline
- Minimum 3 years' experience gained as a team player in a busy customer service environment, working with invoices, financial reports, budget documents and student record keeping
- An equivalent combination of education and/or experience may be considered; preference will be given to applicants meeting the education requirements
- Demonstrated problem-solving and effective communication skills
- Proficient in Microsoft Office applications (must have experience with MS Word and Excel; Access experience is an asset)
- Experience with corporate record systems preferred (e.g. Customer Relationship Management system)
- Experience with corporate record systems (e.g. Colleague, FOL (FanshaweOnline), LFACS, a Customer Relationship Management system)
- Ability to work with colleagues in a dynamic team environment in support of non-direct students enrolled in related programs
- Knowledge of higher education and the School of Access and Regional Delivery is preferred
- Demonstrated ability to work within time constraints

**While transcripts are not required for the interview, they are mandatory prior to any offer of employment.**

**How to Apply:**

For more information and how to apply, please visit the Fanshawe College website at: <https://jobs.fanshawec.ca/>

We thank all applicants for their interest; however, only those chosen for an interview will be acknowledged.

**Fanshawe College is an equal opportunity employer. We are committed to equity, value diversity, and welcome applicants from diverse backgrounds.**

**Fanshawe College provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and the Recruitment Coordinator leading the recruitment will work with the applicant to meet the job applicant's accommodation needs.**