



Employment Opportunity

Scheduler (Transportation/In Home Services)

Senior Care

Full-Time, 6 month contract

Flexible work hours may include some evenings and weekends

North York Seniors Centre provides programs and services to promote the physical, emotional and social well-being of adults 55+ living in our diverse community.

This position reports to Supervisor, Transportation

Responsibilities:

- Answers telephone calls and emails from clients, workers and referral sources to trouble shoot issues
- Uses Goldcare and Trapeze to produce, monitor and update daily schedule of services
- Monitors and make changes to the service schedules as requested by clients or workers
- Receives and respond to concerns and provide program and service information
- Prepares and collects worker timesheets, verify work hours, prepare payroll documentation and travel expenses and submits to Supervisor for approval and Financial Services on a timely basis
- Participates in continuous quality improvement processes and assists with research and development of best practices
- Promotes and maintains a high standard of customer service that is client focused

Qualifications/ Skills:

Education: Some Post-Secondary Education/1 year College Diploma

Experience: Some experience working with older adults

Other: Strong administrative skills

Strong computer skills in a Windows environment/Trapeze/Goldcare

Strong interpersonal and customer service skills

Familiarity working with and supporting volunteers

Ability to communicate effectively in English (verbal and written); other languages, an asset

Ability to be a self- starter, able to work independently as well as in a team

Proof of valid G class driver's license and current drivers abstract

Current CPR and Standard First Aid

Please submit your resume by **September 2, 2021** to:

Mail **North York Seniors Centre,**
Attn: Human Resources Department
21 Hendon Avenue, Toronto, ON M2M 4G8

Fax: 416 733.1858

E Mail: hiring@nyseniors.org

North York Seniors Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). Applicants need to make their request for accommodation known when contacted.

North York Seniors Centre is an equal opportunity employer. Thank you to all who express interest in this position.

Only those candidates selected for an interview will be contacted. No phone calls, please

Posting Date: August 26, 2021