

Position: Client Service Coordinator
Office Location: 1416 Centre St. Vaughan
Job Type: Full time
Organization: JRCC Cares
Compensation: \$20-\$22/hr plus benefits

JRCC Cares is looking to expand its Kosher food bank operations and maintain the established Furniture Depot program. We are looking for a Client Services Coordinator to join our team and conduct online client appointments, coordinate food bank clients, food donation, and food distribution, as well as assist in various administrative tasks. The Kosher food bank is serving clients who are in-need of culturally appropriate Kosher food; and the Furniture Depot serves clients who are in-need of furniture.

Responsibilities:

- **Client Service:** conduct client appointment (online); open and follow up with client appointments and orders; record and ensure client's data is full and accurate; answer clients calls and emails, and address them appropriately; assist clients in choosing furniture and navigating the online Showroom; schedule time for furniture delivery; schedule time for food bank delivery; assist in outreach calls and emails.
- **Operational support:** assist in food bank operations, including volunteer assignment and client access; organize food delivery schedule; maintain inventory records for food; ensure smooth operation of food bank donation acceptance and distribution; recruit and maintain volunteer base for food bank operations; maintain collaborations and partnerships for food-related donations; deliver e-flyers/ads/posters for food donations; Collaborate with other departments on outreach and client management; collect and record intake and evaluation data.

Requirements:

- Fluent in English and Russian (writing, reading, speaking)– a must
- Hebrew speaking – a strong asset
- 2-3 years of experience in client services work – a must
- Excellent computer orientation and knowledge: Outlook, Word, Excel, and databases – a must
- Comfortable with cold calls, outreach, and high-pace environment
- Self-starter, well organized, detail-oriented, and capable of prioritizing tasks

Please send your resume to: jrccfd.hr@jrcc.org

Only relevant candidates will be contacted. Review of applications will continue until the position is filled. No phone calls please.