



## Client Care Specialist

### Description

We're seeking a dedicated and compassionate Client Care Specialist to join our team. As a Client Care Specialist, you will play a pivotal role in creating a positive and supportive experience for our clients as they embark on their journey toward recovery and personal growth. Through your excellent communication skills, empathy, and commitment to exceptional service, you will ensure that clients receive the care and information they need to navigate their recovery process smoothly.

### Duties

- Responsibly and effectively handle incoming inquiries from clients and families, providing accurate and detailed information about our services, programs, and policies.
- Provide exceptional customer service by addressing client needs, assisting with inquiries, and resolving issues promptly and professionally.
- Receive and process payments accurately and securely, following established procedures and ensuring proper documentation.
- Efficiently handle and process client requests for services,

### Closing Date

February 18, 2024

### Categories

Services

### Employer

Aurora Recovery Centre

### Location

Rural

### Address

20025 Lakeside Rd Gimli, R0C 1B0

### Job Type

Full-time

### Education Level

High School

### Wage

\$15.00 - \$22.00

### Email

appointments, and support, coordinating with the appropriate departments to meet their needs.

- Listen actively to clients' concerns, troubleshoot problems, and find solutions that align with the recovery center's policies and values.

## **Qualification**

- High school diploma or equivalent; further education or training in customer service is an asset.
- Proven experience in customer service, preferably in a healthcare or service-oriented setting.
- Excellent verbal and written communication skills, with the ability to convey empathy and understanding.
- Strong problem-solving skills and the ability to navigate challenging situations with composure.
- Proficiency in using computer systems, including data entry and documentation.
- Detail-oriented mindset and strong organizational skills.
- Ability to work collaboratively within a team and adapt to a dynamic environment.
- Knowledge of recovery or mental health services is a plus.

michelle@aurorarecoverycentre.com

## **Phone**

(204) 898-7965