



## **Client Service Clerk (NOC 64409 ) also known as Client Care Specialist - CCS**

### **Description**

#### **Company Profile:**

Aurora Recovery Centre is a premier addiction recovery centre located one hour north of Winnipeg in Gimli, Manitoba. We are a compassionate, understanding recovery community that will support you from the time you walk through our doors and throughout your lifetime of recovery with our continuum of care. With a clear understanding of what you're going through and how to get through it, our care is built on the fact that addiction is a treatable illness. From our individualized treatment to experienced staff, day one of your lifelong journey in recovery starts here.

#### **Note for employment target groups:**

Aurora Recovery Centre is committed to providing all job applicants with equal employment opportunities and promoting inclusion, including self-identifying as a member of these groups: Indigenous people, Persons with disabilities, Newcomers to Canada, Older workers, Veterans, Visible minorities and Youth. You are encouraged to apply for this posting position.

### **Closing Date**

February 28, 2025

### **Categories**

Services

### **Employer**

Aurora Recovery Centre

### **Location**

Rural

### **Address**

20025 Lakeside Road PO Box 1997  
Gimli, ROC 1B0

### **Job Type**

Full-time

### **Education Level**

High School

### **Email**

[anthony@aurorarecoverycentre.com](mailto:anthony@aurorarecoverycentre.com)

## **About this job**

Location: Gimli, MB R0C 1B0

Salary: \$19.00 hourly

Hours per week: 30 to 40 hours per Week

Terms of employment: Permanent/Full time

Start date: As soon as possible

Website:  
<https://aurorarecoverycentre.com/>

## **Duties**

### **Responsibilities**

- Develop communication strategies
- Implement communication strategies and programs
- Produce informational materials to increase awareness of services available
- Answer written and oral inquiries
- Gather, research and prepare communications material
- Prepare and/or deliver educational, publicity and information programs, materials and sessions
- Address customers' complaints or concerns
- Answer inquiries and provide information to customers
- Explain the type and cost of services offered
- Obtain and examine all relevant information to assess client feedback, enquiries and complaints in the delivery of meaningful information and services.
- Receive and log complaints

-Explain procedures, risks and benefits to clients

## **Qualification**

### **Qualifications**

-Education

Secondary (high) school graduation certificate

or equivalent experience

-Experience

1 year to less than 2 years

### **Additional information**

-Security and safety

Criminal record check

-Work conditions and physical capabilities

Attention to detail

Hand-eye co-ordination

Standing for extended periods

Walking

Ability to work independently

- Benefits

Health benefits

Dental plan

Health care plan

Paramedical services coverage

Vision care benefits