



NOTICE OF VACANCY

Opening Date: 24th October, 2016

Closing Date: 07th November, 2016

JOB TITLE: Customer Service Representative/ Executive Assistant

TERMS OF EMPLOYMENT: Fixed Term Position

POSITION SUMMARY

The Customer Service Representative/Executive Assistant reports to the **Chief Executive Officer** (CEO) and supports the organisation in its day-to-day operations to ensure extraordinary customer satisfaction. Working in a fast-paced environment, the Customer Service Representative/ Executive Assistant is responsible for assisting in the delivery of a level of service which builds strong customer relationships. In addition, he/she is responsible for the application of all knowledge and skills in service to the customer. The incumbent must be able to use business acumen to recognise new business opportunities and prevent the loss of existing business. In addition, he/she will be required to assist the CEO in any assigned duties or responsibilities.

DUTIES AND RESPONSIBILITIES

1. Help determine the strategic direction of the Customer Care function and drive initiatives geared towards achieving KPI's.
2. Develop Customer Care Standards, Policies and Procedures for the organisation, and ensure implementation and compliance.
3. Monitor and resolve customer complaints about YMCATT's merchandise defects, poor service against Company personnel, and breaches of Company Policies in a professional and timely manner in accordance with established standards.

4. Monitor the day-to-day activities to ensure the revenue centres fulfil their customer care responsibilities, and that proper procedures are followed.
5. Collaborate with **Human Resources Officer** to access Customer training and coaching needs.
6. Interact with customers to build relationships, serve as a positive role model, and setting standards for performance, behaviours, attitudes & professionalism.
7. Manage continuous improvement through the implementation of various quality programmes which includes measuring customer satisfaction, tracking customer complaints, resolving issues, completing audits, identifying customer service trend, determining system improvements and implementing change.
8. Record and acknowledge all customer grievances, and work towards enduring speedy resolution.
9. Liaise directly with the Head of Departments to ensure that all customer service related items are closed off and rectified within specified timelines.
10. Develop and maintain a customer service database.
11. Assist the Chief Executive Officer (CEO) in preparation for Board Meetings.
12. Perform other related duties assigned by the CEO.

KNOWLEDGE AND SKILLS

1. Strong Written, Verbal and Interpersonal skills
2. Knowledge of Management Principles and Practices
3. Knowledge of Microsoft Office Suite
4. Knowledge of Peachtree Accounting is an advantage
5. Ability to develop customer service standards, conduct surveys, analyse information and recommend process improvements.
6. Ability to portray Professionalism, Confidence, Tact, Patience and Diplomacy while engaging in complex problems both internally and externally.
7. Ability to lead business transformational initiatives.

QUALIFICATIONS AND EXPERIENCES

- A Diploma, Associates Degree or Bachelor's Degree in Marketing, Business Management, Communications or any related field.
- At least Three (3) year experience in Customer Service Relations/Management.

SALARY RANGE

\$3,000 – 4,500 TTD

APPLICATION PROCEDURE

To be considered for this vacancy, please reference only job title and your last name as **(Customer Service Representative/ Executive Assistant, Jones)** in the subject line, and submit:

1. Cover letter
2. Resume
3. Letters of references (at least three)
4. Certification

Submit the above-mentioned information to: ymcatnt@gmail.com.

Please note this address is for application materials only. Email is our preferred method of application. However, if you wish to apply by mail, please send the required items to:

THE HUMAN RESOURCES ASSISTANT

YMCATT

Benbow Road, Off Wrightson Road,

Port of Spain

Trinidad and Tobago.

NB: Incomplete submissions will **NOT** be considered.



NOTICE OF VACANCY

Opening Date: 24th October, 2016

Closing Date: 07th November, 2016

JOB TITLE: Accounting Assistant

TERMS OF EMPLOYMENT: Contracted

POSITION SUMMARY

Under the direction of the Accountant, the Accounts Assistant is responsible for maintaining/processing accounts payable/receivable data, utilizing computerized accounting software and spreadsheet applications. The Accounts Assistant helps to maintain the accounting department in order to keep it running smoothly, and deal with customers and external agencies.

DUTIES AND RESPONSIBILITIES

- Working with spreadsheets, sales and purchase ledger and journals.
- Preparing statutory accounts.
- Calculating and checking to make sure payments, amounts and records are correct.
- Controlling credit and chasing debt.
- Reconciling finance accounts and direct debits.
- Posts financial transactions to journals;
- Classifies data from journals and posts it to the general ledger under the direction of Accountant;
- Process Accounts Payable and staff reimbursements;
- Process Accounts Receivable, revenue and cash receipts;
- Record Bank transactions, both receipts and expenditures;

- Reconcile cash receipts daily;
- Maintains filing for accounts payable, accounts receivable, and cheque requests;
- Performs other related duties and tasks as assigned by the Accountant.

QUALIFICATIONS AND EXPERIENCES

Education

A Diploma in Accounting, Bachelor's Degree in Financial Accounting from a recognised University or Completion of CAT or ACCA Level 1.

Experience, Knowledge and Skills

- Working knowledge of computerized accounting/payroll software;
- Working knowledge of Peach-Tree Accounting software is mandatory;
- Ability to work in a diverse community setting and as part of a team is required;
- Demonstrated attention to detail is required;
- Must function independently and as a member of a team;
- Proficient use of Microsoft Office suite: Word, Excel, Spreadsheet and Outlook;
- Desire to work in a mission driven organization that is undergoing organizational change;
- Ability to take initiative and prioritize work, highly organised;
- Demonstrate the **Watchwords** of Caring, Honesty, Respect and Responsibility in all your dealings with members, guests, volunteers and fellow staff.

SALARY RANGE

\$3,500 – 5,500 TTD

APPLICATION PROCEDURE

To be considered for this vacancy, please reference only job title and your last name as **(Accounting Assistant, Jones)** in the subject line, and submit:

1. Cover letter
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4. Certification

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NOTICE OF VACANCY

Opening Date: 24th October, 2016

Closing Date: 07th November, 2016

JOB TITLE: Programmes Director

TERMS OF EMPLOYMENT: Contracted Position

POSITION SUMMARY

Under the direction/supervision of the Chief Executive Officer (CEO), the director of programmes is responsible for the implementation, management, supervision and evaluation of the entire organisation's programmes in accordance with the national standards set out by the organisation. As a member of the senior management team, the director of programmes participates in strategic planning and budgeting initiatives in addition to problem solving. He/she works within the guidelines, policies and mission of the organisation and will be accountable and responsible for specific projects as assigned.

DUTIES AND RESPONSIBILITIES

Human resource management

- Direct, plan and coordinate the work of the programme staff including supervision and evaluation, training and team building
- Organise and attend weekly departmental meetings to maintain effective communication
- Ensure adequate and qualified staff to carry out the programme activities
- In consultation with the executive director, responsible for the selection, hiring, coaching, and discipline of the programme employees

Programme delivery

- Responsible for the implementation, management, supervision and evaluation of all activities of the programme in accordance with National Standards
- Remain up-to-date on all modifications to the National Standards implementing the same in a timely and organised manner
- Responsible for the supervision and management of the data management software
- Compile, maintain and report on the monthly, quarterly and annual programme statistics.
- Analyse trends in the programme, identifying issues and developing and recommending solutions to the executive director
- Implement, manage, supervise and evaluate all activities related to the leader programmes
- Develop, implement and evaluate recruitment strategies to expand the number of volunteers to support the programme
- Develop, implement and evaluate recruitment strategies to expand the number of clients participating in the programme

Mentoring programmes

- Responsible for the implementation, management, supervision and evaluation of all activities in accordance with National Standards
- Responsible for the expansion of the programmes forming partnerships where appropriate
- Compile, analyze and report on trends in the programmes
- Develop and implement recruitment strategies to increase the number of clients served by the programmes.

Community access programme

- Responsible for the implementation, management, supervision and evaluation of all activities related to the Community Access Programme including skills development workshops

- Responsible for ensuring skills development workshops are relevant in topic and targeted for the appropriate audiences
- Identify and form appropriate partnerships for the delivery of workshops and the programme

Social development programme

- Responsible for the implementation, management, supervision and evaluation of all activities related to the Social Development Programme
- Identify and form partnerships to enhance and increase the number of Social Development Programmes offered by the organisation where appropriate.

Committee Work

- The director of programmes is responsible for supporting the Programme Committee and other committees as assigned.
- When appropriate opportunities arise, the director will participate in national and regional committees. The director will attend regional meetings and workshops when budget allows in addition to exploring the opportunity to become a National Agency Reviewer.

Local community

- The director of programmes will participate in community tables deemed appropriate.

QUALIFICATIONS AND EXPERIENCES

- Bachelor's Degree in Business Management, Administration or any related field
- Strong problem-solving and leadership skills
- Ability to interact with people of all ages, socio-economic status and cultural backgrounds
- Ability to work independently and as part of a team

- Sound computer skills
- Effective oral and written communication skills
- Experience in a similar position with an NGO would be advantageous, but not required.

SALARY RANGE

\$6,000 – 8,000 TTD

APPLICATION PROCEDURE

To be considered for this vacancy, please reference only job title and your last name as (Programmes Director, Jones) in the subject line, and submit:

1. Cover letter
2. Resume
3. Letters of references (at least three)
4. Certification

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NOTICE OF VACANCY

Opening Date: 10th December, 2015

Closing Date: 28th December, 2015

JOB TITLE: Programme Coordinator

TERMS OF EMPLOYMENT: Contracted Position

POSITION SUMMARY

Under the direction of the Director, Youth Outreach Services (YOS), the Programme Coordinator is to plan, execute, and monitor and control projects according to the specify deadlines and budget. This includes acquiring resources and coordinating the efforts of team members and third-party contractors or agencies in order to deliver the project according to plan.

DUTIES AND RESPONSIBILITIES

- Direct and manage project development from beginning to end.
- Oversee, coordinate and manage the delivery of all Projects by the department.
- Provide technical related inputs into the project and provide oversight of the project objectives
- Lead the project teams, ensuring effective supervision and support to staff in compliance with the YMCATT Performance Management Framework.
- Ensure accurate program budgeting, financial management and expenditure tracking according to the contract management and donor requirements.
- Ensure supervision, mentoring and financial reporting in compliance with donor and YMCATT policies and regulations.
- Plan and schedule project timelines and milestones using appropriate tools.
- Track project milestones and deliverables.

- Develop, deliver and archive progress and evaluation reports.
- Prepare monthly programmatic and financial reports, so that YMCATT is positioned to abide fully to the reporting Monitoring and Evaluation Conditions of the Donor's Grants Award.
- Report to the Department Director/Manager
- To participate in the post-mortem (evaluation) activities after submission of reports.
- Draw on lessons learnt from others to develop best practice and oversight of the Continuous Learning Process, including reflection and planning through post mortem meetings.
- Any other related duties assigned by department Director/Manager.

QUALIFICATIONS AND EXPERIENCES

- A Diploma in Project Management or Certification in Project Management or any related field is desirable.
- Computer literacy in word processing.
- Strong oral and written communications skills.
- Ability to manage multiple projects at a time.
- Ability to interact with diverse groupings.
- Ability to work independently and as part of a team.
- Minimum of two (2) years' experience as Programme Coordinator with demonstrated success, preferably in the not-for-profit or association sector.
- Experience working with volunteers is desirable.

SALARY RANGE

\$4,000 – 5,500 TTD

APPLICATION PROCEDURE

To be considered for this vacancy, please reference only job title and your last name as (Public Relations and Marketing Specialist, Jones) in the subject line, and submit:

1. Cover letter
2. Resume
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4. Certification

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