



**Position Title:** Client Assessment Representative

**Location:** New Westminster, B.C.

**Reports to:** Program Manager

**Function:** To assist unemployed individuals and families in finding appropriate solutions to their financial problems and ensuring that our clients are treated with dignity and respect at all times.

**Primary Responsibilities:**

- Provide information to address a client's financial and credit questions pertaining to their current situation
- Obtain financial information, together with an overview of the non-financial concerns contributing to the client's situation, as expressed by them
- Thoroughly explain solutions and recommendations that will help our clients to take the necessary action to resolve their financial and credit related problems
- Look for opportunities to refer clients to a Credit Counsellors for more comprehensive financial review or to internal (workshops) and external services when appropriate
- Make case notes for each client contact in the Debt Management Solutions (DMS) system within 24 business hours

**Qualifications & Skills:**

- Previous experience in the credit or financial services industries
- Post secondary education degree or diploma an asset
- Excellent oral and written communication skills
- Strong interpersonal skills; demonstrated experience working with the public
- Well organized and able to manage time and priorities effectively
- Proficiency in computer office applications (e.g. Microsoft Office)

**Work Environment:**

Operating in a team environment, the Client Assessment Representative will be primarily seated at a work station or desk meeting with clients by telephone.

**How to Apply:**

If you would like to apply for this position, please send your resume to [careers@nomoredebts.org](mailto:careers@nomoredebts.org)