

**The Neighbourhood Group Community Services (TNGCS) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House**

**Job OPPORTUNITY**

**Job# TNG2025-26**

<b>POSITION TITLE:</b> Switchboard Navigator	
<b>DEPARTMENT:</b> Operations	<b>STATUS:</b> Contract Full-Time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATE:</b> ASAP until April 3 2026
<b>REPORT TO:</b> Chief Operations Officer	<b>HOURLY RATE:</b> \$26.98
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** The Switchboard Navigator supports clients by phone and e-mail, connecting them to TNGCS services, programs and departments, and providing information. The position requires active listening and problem-solving skills to identify appropriate resources and provide information and service availability. The ability to communicate and empathize with individuals of diverse backgrounds will be a key factor for success. The Switchboard Navigator requires the ability to make independent service decisions in a fast-paced environment. This position is expected to uphold service excellence, responding to inquiries quickly and thoroughly. This position reports to the Chief Operating Officer and is a part of **CUPE 7797**. This position is currently based at 340 College St.

**MAJOR DUTIES:**

- Responding to telephone inquiries by providing information, guidance and referral(s) to TNGCS programs and departments to address client needs
- Provide information about TNGCS programs and/or other resources for callers
- Refer clients to appropriate program/department and ensure clients are able to connect, following up as necessary
- Problem-solve with clients who are in complex situations; this may occasionally involve doing some research for clients
- Liaise with programs/departments at TNGCS regularly, including warm transfers, to offer exceptional customer service
- Work with employees throughout the organization to ensure that clients are directed to the most appropriate resource in a timely manner
- Stay current with changes to TNGCS programs and services, through information sharing with colleagues, training, website research, etc.
- Track calls using TNGCS tools to help identify needs or gaps in services, and providing a more accurate picture of client needs
- Identify gaps in service and follow TNGCS processes to communicate gaps as appropriate
- Complete reports as required
- Ensure positive communication with clients and co-workers

**REQUIREMENTS & QUALIFICATIONS:**

- Minimum two (2) years of experience operating a switchboard or multi-line telephone system
- High School Diploma, or equivalent experience
- Fundamental knowledge of TNGCS programs, departments, policies and procedures
- Excellent interpersonal communication skills
- Proficiency in English
- Proficiency in French; or willing to take French language classes is an asset
- Excellent computer skills to search resources.
- Proficient in MS Office Programs (Excel, Word, Teams, Outlook)
- Well-organized and able to work independently with good judgment
- Proven commitment to excellence in customer service
- Excellent assessment and problem-solving skills
- Ability to make quick decisions and remain calm under pressure
- Ability to adapt to ever-changing client and organizational needs
- Demonstrated commitment to principles of anti-oppression, equity and inclusion
- Training in non-violent crisis intervention is an asset
- Knowledge of social service landscape in Toronto is an asset

**To apply, submit your resume with "TNG2025-26" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**