

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

## JOB OPPORTUNITY

**Job# TNG2026-94**

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|--------------------------------------------------------------------------------|---------------------------------------------|
| <b>POSITION TITLE:</b> IES Documentation Verification Administrator- Bilingual |                                             |
| <b>DEPARTMENT:</b> Employment Services                                         | <b>STATUS:</b> Regular Full-Time, CUPE 7797 |
| <b># HRS / WEEK:</b> 35                                                        | <b>CONTRACT DATE:</b> N/A                   |
| <b>REPORT TO:</b> Manager, Quality Assurance & Customer Service                | <b>HOURLY RATE:</b> \$29.95                 |
| <b>CLOSING DATE:</b> Posted until filled                                       |                                             |

**GENERAL DESCRIPTION:** The IES Client Outreach & Verification Specialist - Bilingual operates in a fast-paced, high-volume environment focused on client outreach, employment verification, retention checkpoints, and documentation collection. The role requires persistent and proactive engagement with clients through multiple communication channels to secure employment documentation, complete retention checkpoints, and verify employment outcomes.

Success in this role is measured by the ability to make high volumes of daily client contacts in English and in at least one language of the community (Bengali, Urdu, and/or Hindi), maintain accurate records, secure required documentation, and achieve retention and verification targets. The position is well suited for an individual who enjoys working in a results-driven environment, is comfortable with repetitive outreach activities, and can effectively engage clients from diverse backgrounds. The schedule for this role is Tuesday to Saturday; Tuesday to Friday – 12 noon to 8 pm and Saturday 9 am to 5 pm. **This position works out of 3036 Danforth Avenue.**

### MAJOR DUTIES:

- Monitor client records to identify employment documentation requirements and retention milestone dates.
- Review, collect, and verify employment and retention documentation at 1, 3, 6, and 12 months (e.g., paystubs, employment letters, schedules, and other records) to ensure accuracy, completeness, compliance, and validation of retention milestones.
- Maintain complete, accurate, timely and compliant client records within the client/data management system including outreach activities, client interactions, verification efforts, case notes, employment documentation, claim submissions, file closures, and all associated data entry requirements.
- Demonstrate exceptional organizational, time management, and attention-to-detail skills in managing an assigned caseload
- Ensure accurate documentation and compliance with funder requirements to support funding and program accountability
- Conduct high-volume outreach and maintain ongoing and timely contact and follow up with clients through phone, email, text, WhatsApp, video, and other approved communication methods to support engagement and retention outcomes
- Contact clients to obtain employment verification documents, including paystubs, employment letters, schedules, timesheets
- Conduct 1-, 3-, 6-, and 12-month retention checkpoints with clients with a 70% claimable submission rate
- Manage an assigned caseload of 400 employed clients to support successful progression toward one year of employment
- Engage clients using strong customer service and overcome objections to support retention outcomes, targets, and goals
- Assess client needs and identify barriers to retention, connecting clients to appropriate supports, resources, and referrals
- Escalate client concerns, employment challenges, and retention risks to Employment Advisors, and/or Management as required
- Collaborate with colleagues to provide support that helps clients maintain employment and achieve long-term success
- Adhere to all TNGCS, Employment Services and WCG policies and procedures, maintaining strict confidentiality at all times
- Participate in TNGCS organization-wide activities and meetings, as appropriate or assigned
- Represent TNGCS professionally, ensuring effective communication with clients, visitors, employers, and partnering agencies
- Comply with all health and safety policies and procedures to maintain a safe work environment

### REQUIREMENTS & QUALIFICATIONS:

- A post-secondary diploma in a relevant discipline, which may include Human Resources, Business Administration or related, and two years' experience in employment services, client support, or a similar field is required
- Minimum two years of experience in a high-volume call centre, customer service, collections, recruitment, outreach, employment services, or similar environment
- Fluency in written and spoken English and a language of South Asia, preferably Bengali is required
- Demonstrated ability to manage large volumes of outbound contacts and follow-up activities daily
- Ability to achieve program targets including planning ahead for contingencies and identifying solutions to problems
- Excellent technology skills experience using client/customer databases and aptitude to learn new technologies autonomously
- Excellent client/customer service and communication skills (verbal and written)
- Experience in Employment Ontario would be ideal, but not essential
- Ability to work at various sites within Toronto as required and the ability and flexibility to adapt work schedules

**To apply, submit your resume with "TNG2026-94" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colour, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement. This posting is for an existing vacancy.