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**POSITION TITLE:** Coordinator, Collision Sector

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**REPORTING RELATIONS:** Manager, Collision Sector

**COLLABORATIVE RELATIONS:** Team and other departments, management

**PURPOSE OF POSITION**

The Coordinator acts as the first point of contact for I-CAR Canada training and recognition program, assesses the nature of enquiries, responds personally or directs callers to the appropriate staff member and be able to manage multiple projects at once in a fast-paced environment.

**TEAM MEMBER ACCOUNTABILITIES**

- Collaborates across the organization and within teams;
- Assists in answering all incoming calls;
- Build strong relationships with stakeholders;
- Manages the quality of own data input into the association's management system (AMS/CRM) and proactively helps identify risks and issues;
- Effective use and management of I-CAR Database in collaboration with the team.

**JOB RESPONSIBILITIES**

- Maintains inventories and orders supplies needed for training activity;
- Updates customer files;
- Schedules printing and shipping instructional and other materials;
- Handles customer inquiries via e-mail and phone;
- Provides other administrative services as necessary.

**KNOWLEDGE AND EXPERIENCE**

- Minimum of 2 years work related experience or college certificate;
- Adherence to deadlines is a must, as is the ability to work quickly, efficiently and with accuracy often in pressured situations;
- Strong organization skills and ability to multi-task are required skill sets;
- Strong team-work, communication and collaborative skills are required;
- Bilingualism is required. **Must be fluent in French.**

**WORKING CONDITIONS**

- Some overtime to be expected;
- Fast pace and high stress environment.

**SUPERVISORY RESPONSIBILITIES**

Not applicable.