



## EMPLOYMENT TRAINING PROGRAM

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### JAKE'S HOUSE EMPLOYMENT TRAINING PROGRAM

Jake's House Employment Training Program is an innovative, adaptable program that supports the integration of individuals aged 16+ with autism or a developmental disability, into the workforce. The program leverages a proven recruitment method connecting businesses with well-qualified candidates who are on the autism spectrum or have developmental disabilities.

### JOB TITLE: CUSTOMER SERVICE REPRESENTATIVE (CASUAL)

**Company:** LCBO

**Type of Role:** Casual

**Location:** Mississauga

**Deadline to apply:** September 26<sup>th</sup>, 2024

<b>Job Title:</b>	Customer Service Representative	<b>Hourly Pay:</b>	\$17.85
<b>Job Type:</b>	Casual	<b>Hours of Work:</b>	As needed
<b>Posting Date:</b>	September 13 <sup>th</sup> , 2024	<b>Closing Date:</b>	Sept 26 <sup>th</sup> , 2024
<b>Fixed Term:</b>	Ongoing		

#### Overview:

Our product is beverage alcohol. We are searching for Customer Service Representatives to join our GTA Service Centre team located at 2460 Stanfield Road, Mississauga, ON. You will provide customer service excellence to licensee agency store and diplomat customers. We prize safety, speed, accuracy, and enthusiasm.

If you are hardworking and ready to deliver the best customer service, then this is the opportunity for you!

#### Here is what you will do:

- Picking and packing single bottles and full cases
- Order assembly, palletizing cases, shipping
- Working knowledge of operations in automated warehouse environment and previous machinery experience (Forklift, Pallet jack) is preferred but not mandatory
- Ability to perform repetitive heavy lifting using safe lifting techniques



## EMPLOYMENT TRAINING PROGRAM

- Strong customer service, communication, and interpersonal skills for effective teamwork
- Basic knowledge of the Occupational Health and Safety Act
- Cleaning up accidental spills, stuff drops on occasion; we all pitch in to be safe
- Canadian Safety Association (CSA) approved safety footwear must be worn within the GTA Service Centre

### Qualifications

- Create positive experiences and delivering the next level of customer service that keeps our customers coming back for more
- Physically able to load and unload cases of beer, wine, spirits, and cider that weigh between 40 lbs (18 kg if you prefer the metric system) and 60 lbs (27 kg)
- Comfortable standing for lengthy periods of time with repetitive movement such as reaching, bending, twisting, and walking
- Must be detail oriented, understand, and follow instructions
- Fluent in English, as well be proficient with numbers
- Value diversity, inclusion and belonging
- Passion for learning
- You must be eligible to work in Canada, and be a minimum of 18 years of age
- You agree to submit to a Criminal Background Check, at your own expense, prior to commencing work with the LCBO. (If you have a satisfactory criminal record check issued within the past six (6) months of your first day of employment, this will suffice)

### What You Need To Know

- You must be available to work Sunday through Thursday anytime, as well as some Fridays and Saturdays for inventory and long weekends as needed
- Shifts required are Afternoon Shift (4:30pm to 12:00am), Night Shift (12am to 8:30am) and Day Shift (8:00am to 3:30pm)
- May be required to work up to 40 hours a week
- Hours are not guaranteed, but are scheduled in advance by the Manager. However, on occasion, you may be called in to work on short notice
- The rate of pay is \$17.85 per hour (with an additional 8% in lieu of benefits, and an additional 4% for vacation pay)
- This job is part of a union, requiring payment of union dues which is currently 1.35% of your gross earnings

### Application Process:



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The first step in the recruitment process is for interested candidates to register with the Jake's House Employment Training Program. [Click here](#) to register as a candidate, and someone will be in touch with you to schedule a get to know you call, and then support your application process.

If you are already registered with Jake's House, please email [jobs@jakeshouse.ca](mailto:jobs@jakeshouse.ca) with the company name and role you wish to apply for, and a copy of your resume.

Applicants will be shortlisted for participation in the next step based on a review of each applicant assessing the likelihood of fit for the roles for which we are recruiting.

### FOR MORE INFORMATION

Please direct any questions to [jobs@jakeshouse.ca](mailto:jobs@jakeshouse.ca)

For more information about Jake's House, visit [www.jakeshouse.ca](http://www.jakeshouse.ca)

We look forward to hearing from you!