

Information & Administration Job Posting

The Information & Administration staff is responsible for providing exceptional customer service, including sharing information resources to support military and veteran families. This position also provides administrative support to H&R MFRC employees.

We are seeking a friendly and outgoing candidate who is confident in engaging with families as a first point of contact, in our main office, at our Shearwater Site location. Candidates must be empathetic and quick learners. They must be organized, with awareness of the internal MFRC services and support available, including Shearwater Children's Centre, as well as knowledge of local resources and partner agencies. An understanding of military life is an asset. Second language skills, English and French, are required.

The successful applicant will be able to demonstrate the following:

- Compassion and empathy as a front-line customer service provider
- Superior customer service, interpersonal and communication skills (verbal and written); provide services in person, via email and phone
- Superior administration, organizational and data entry skills
- Conflict resolution skills; ability to de-escalate situations
- Self-directed to meet work outcomes
- Ability to collaborate, be flexible and responsive to a changing work environment with multiple departments
- Knowledge of and practical application skills to use technology; Microsoft systems
- Knowledge of community agencies and resources
- Knowledge of military life and the Canadian Armed Forces

Qualifications

- Post-secondary education required in administration or related experience and education
- Minimum of 3 years' customer service and administrative experience in an office environment
- Experience working in a family support environment, or with military/veteran families
- **Proficiency in French and English is required.**

Job Type: Full-time (35 hours per week) Monday to Friday (on occasion may need to work outside normal work hours)

Anticipated Start Date: 4 February 2026

Starting Salary: \$42,000

Benefits: Employer paid health and dental plan, paid vacation and sick time, RRSP matching plan, and professional development allowance.

All qualified candidates are to forward a detailed cover letter (must have a cover letter) and

resume by to: employment@hrmfrc.ca