

Training logistics agent

Reporting to the Operations Department, you will be responsible for the logistics of public training courses and private projects. To this end, you will work closely with the IT, private sales and public sales departments to ensure that training runs smoothly.

You're the person we're looking for if customer satisfaction is at the heart of your concerns, and you enjoy working as part of a team in a multi-tasking environment to achieve a common goal: providing high-quality service. You're detail-oriented, organized and a good listener and communicator. You remain positive in all situations and know how to switch to ``solution mode``.

Your role :

- Manage registrations, postponements and cancellations
- Management of virtual and face-to-face training logistics
- For certain projects only: collection and transmission of tool and document specifications
- Management of customer e-mail requests relating to registrations or project logistics
- Occasionally, in support of your team members, create training broadcast dates, participate in certain tasks related to the management of public offers, ensure the welcome and smooth running of in-person training sessions in Montreal, as well as training document management and inventory and purchasing management.

Qualifications:

- DEC in office automation, secretarial work, administration
- Minimum 3 years' experience in an equivalent position, ideally in a service company
- Good knowledge of Microsoft suite tools (Outlook, Teams, SharePoint, CRM Dynamics...)
- Good command of written and spoken French
- An asset: intermediate spoken and written English

Benefits :

- Vacation according to professional experience
- Personal days off
- Closed between Christmas and New Year's Day
- Group and medical insurance (dental and telemedicine included)
- Group RRSP
- Hybrid work and flexible hours