

CLIENT SERVICES ASSISTANT

JOB SCOPE

The Client Services Assistant plays a key role in expanding Community Futures Cowichan's visibility by attending events, meetings, and other engagements on behalf of the organization, as directed by the General Manager. This position focuses on community outreach and relationship-building. The Client Services Assistant will be representing CFC at local events, connecting with stakeholders and business owners, identifying opportunities to increase CFC's reach, and helping entrepreneurs access programs and services. The role also supports the General Manager with special projects and may provide advisory services to clients when needed, ensuring CFC remains a trusted, approachable presence in the Cowichan business community.

REPORTING

The Client Services Assistant reports directly to the General Manager, who is responsible for overseeing their activities, providing direction, and ensuring alignment with organizational goals. Regular performance reviews will be conducted to assess effectiveness in increasing CFC's visibility and community engagement.

JOB DESCRIPTION

The Client Services Assistant will work closely with the whole CFC team to align all activities with CFC's strategic objectives, ensuring maximum community engagement and program impact. The goal is to ensure that business owners and leaders can effectively access CFC's services and programs. This work will be conducted in the community and in the CFC office.

KEY RESPONSIBILITIES

- Represent CFC at local events, meetings, and networking opportunities to promote CF services.
 - Develop and maintain relationships with businesses, professionals, and community organizations to enhance CFC's outreach.
 - Assist businesses in understanding and accessing CFC's programs and services.
 - Conduct client interviews/conversations via in person or through email to determine their current needs and connect them with appropriate resources.
 - Provide an overview of business support programs and assist clients with referring them to the appropriate resources and contact person.
 - Identify and document success stories and testimonials for promotional purposes if needed.
 - Assist GM to plan and facilitate networking events to further promote CFC's programs and services.
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EDUCATION, KNOWLEDGE, & EXPERIENCE

- A combination of education and relevant work will be considered in the areas of Business, Communications, Marketing, Public Relations, Economic Development, or related fields
- General understanding of small business operations and the local Cowichan Valley business landscape.
- Familiarity with entrepreneurship, community economic development, or small business support services is an asset.
- Experience in client service, outreach, networking, or community engagement roles (paid or volunteer).
- Public speaking or group presentation experience considered an asset.
- Experience building relationships with business owners, community groups, or service agencies welcomed.
- Experience planning or assisting with events, workshops, or networking gatherings preferred but not required.

STANDARDS OF PERFORMANCE

- Strong understanding of Community Futures Cowichan: what we do, who we serve, and how our programs support local businesses.
- Ability to learn and explain programs, services, and resources available to small business owners.
- Build and maintain positive relationships with clients, teammates, and partner organizations.
- Acts in the best interest of the organization and represents CFC with professionalism and integrity.
- Makes decisions that reflect and protect the CFC brand and reputation.
- Initiative, creativity, and a “let’s figure this out” attitude to challenges.
- Confident communicator with solid writing skills and comfortable using tools like Excel, Word, Outlook, online platforms, and AI.
- Manages time well, stays on top of deadlines, prioritizes effectively, and works independently when needed.
- Works respectfully with people from diverse backgrounds and can travel locally for events and meetings.
- Can work with a flexible schedule by attending breakfast and early evening meetings as needed.

WHAT CFC OFFERS:

Starting at \$22.50/hr with flexibility to increase based on performance and growth

Part-Time Hours: approx. 18-20 hours per week

Hours: Flexible to include mornings, lunches and early evenings for events

Work Location: CFC Office and in the Community

Temporary Part-Time: 12 month position

Starting January 2026 to December 2026. Can be extended based on funding.
