

Operations Analyst

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Phone :

Web :



Job Summary

Vacancy :

Deadline : Jul 12, 2024

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Location: Toronto, Canada

Salary: CAD \$50,000-\$55,000 per annum

Hours: 40 hours per week (Monday to Friday)

Reports to: Operations Manager (Canada), reporting into Head of Central Operations (United Kingdom) on an interim basis

About Us

Togetherall is a social impact business on a mission to make mental health support instantly available to millions by unlocking the power of peer support. With 24/7 safeguarding by clinicians and mental health experts, Togetherall is a safe way for people to support each other through life's difficulties. Togetherall's users report feeling better able to cope, more confident and less alone.

Togetherall operates in Canada, USA, UK, Australia, Ireland, and New Zealand. Our continued growth has created the opportunity for the right individual to join our team as an Operations Analyst. This position will be based in Toronto, Canada.

About the role

You will be part of a small and collaborative customer-focused team, who frequently interact and liaise with our members as a first point of contact. This is a key role in our organisation, with the expectation that the successful candidate has the capability to develop a strong sense of trust initially and provide the comfort and knowledge needed to progress each query.

As Operations Analyst you will work with a range of teams within the organisation to support with the day-to-day running of the Togetherall platform, clinical service, client contracts. The Togetherall Operations Team are involved in a variety of functions such as; member/customer support, technical contract implementation/renewals, complaint management, reporting and supporting other business projects.

Responsibilities

- Manage and respond to customer inquiries and support requests via email and other communication channels. Escalate complex issues to appropriate teams or management when necessary
- Address and resolve customer complaints in a timely and effective manner, ensuring high levels of customer satisfaction
- Identify opportunities for improving operational processes and customer support practices
- Ensure all customer interactions and data handling practices comply with relevant privacy laws and regulations, including PIPEDA (Personal Information Protection and Electronic Documents Act) and GDPR
- Administer access to the company's peer support platform, ensuring users are correctly added and permissions are appropriately set
- Develop and maintain reporting dashboards to track key performance indicators (KPIs) and operational metrics
- Assist in the planning and execution of business projects, providing operational support and contributing to project deliverables
- Work closely with other departments, such as product, clinical, sales and account managers, to support overall business operations
- Attend and contribute to regular operations team meetings

You must have

- 1-2 years work experience, with additional experience if you do not hold a university degree
- Ability to work on own initiative with a desire to learn
- Flexibility to multitask in a demanding work environment
- Strong communicator who is genuine and passionate
- Excellent organisation skills
- Excellent follow-up skills and attention to detail
- Comfortable adapting to using new technologies
- Competent with Microsoft Packages such as; Word, Excel, Outlook and PowerPoint

Ideally also

- University graduate. Degree in Business, Social Science or Health Sciences preferred
- Experience working across healthcare, employee support, or higher education is advantageous
- Understanding of digital engagement/membership – preferably end user experience
- Experience using business intelligence or reporting tool(s)
- Experience working to compliance processes and frameworks, such as PIPEDA and/or GDPR

Togetherall Package

- Competitive compensation package
- 15 days annual leave with an additional day off for your birthday plus public holidays
- Comprehensive Health Benefits Package
- Employee Assistance Programme (Lumino)
- Group RRSP
- A discretionary bonus dependent on company performance
- Paid Parental Leave: An inclusive policy to ensure you have time with your newborn, newly adopted, or foster child
- While we are primarily a remote-work organization, this role may be a hybrid of remote + in office work depending on the location of the successful candidate

At Togetherall, we don't just accept difference, we thrive on it for the benefit of those that work with us and our members. We are proud to be an equal opportunities employer and working with us is based solely on a person's merit and qualifications directly related to professional competence. We celebrate diversity and are committed to creating an inclusive work environment where all employees and applicants can flourish.

Department

Operations

Contract type

Permanent

Hours

40 hours a week

Salary

CAD \$50,000-\$55,000 per annum

Benefits

Competitive

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
