



Community
Employment
Services

Employment Skill Sets

BOOKKEEPING AND FINANCE

- Responsible for all accounts receivable and payable operations
- Prepared daily, monthly, and yearly balance sheets for auditing purposes
- Oversaw daily cash control, prepared bank and credit card deposits
- Collected payments from customer billing and posted to general ledger
- Outstanding math skills; enjoy working with figures
- Strong organizational skills, ability to prioritize and complete task with speed and accuracy
- Responsible for preparing and depositing bank deposits
- Assisted in payroll and attendance management systems
- Calculated and prepared cheques for payroll bills
- Performed all financial aspects of the company
- Experience overseeing comprehensive bookkeeping, including supervision of clerks and support staff
- Experience completing and submitting tax remittance forms and government documents
- Prepared workers' compensation and pension contribution forms
- Expertise associated with use of QuickBooks, Excel, Turbo Tax, and other financial software
- Skilled in AP/AR, journal entries, general ledger maintenance, payroll processing, quarterly tax returns and financial statement preparation

CASHIER

- Received payment from customer and provided correct change
- Processed cash, debit and credit card payments
- Manually keyed amounts into cash register
- Promoted feature-priced items
- Responsible for balancing tills, including counting cash at end of shift, comparing with total sales, and preparing float for next shift
- Payment processing: cash, credit and debit cards, invoices, gift certificates, money orders, coupons, and tax exempt cards
- Ability to calculate foreign currency exchange
- Wrapped and placed merchandise in bags for customers
- Calculated total payments at end of shift and reconciled with total sales
- Head Cashier experience
- Handled layaways, refunds, and exchanges

CHILDCARE

- Certified with First Aid and CPR
- Accountable for making nutritious meals
- Responsible for maintaining a safe and clean environment for young children
- Maintained bedtime routines for children
- Provided physical and engaging activities for children
- Performed light housekeeping duties as required
- Able to care for children in a supportive and understanding manner
- Experience in preparing and serving appropriate and nutritious meals
- Led and supervised children's activities such as: reading stories, crafts, and assisting with homework
- Strong background in early childhood care
- Skilled in designing and implementing developmentally appropriate activities
- Ability to develop a trustworthy relationship with both children and parents
- Experience supporting children with special needs

CLERICAL/OFFICE DUTIES AND COMPUTER

- Computer literate: familiar with Windows software and effective internet research skills
- Worked with a variety of software programs that include; Microsoft Word, Access, PowerPoint, Simply Accounting and ACCPAC
- Proficient computer skills in Microsoft Office software
- Proficient computer skills in Microsoft Office software, including Word, Excel, and PowerPoint
- Knowledge of clerical details, record, and file maintenance
- Experience in reception duties such as: answering phones, recording messages, and greeting customers
- Strong organizational capabilities, ability to prioritize and complete tasks with speed and accuracy
- Able to prioritize and complete tasks with speed and accuracy
- Solid keyboarding skills; able to type 45 words per minute
- Knowledge of computer setup and installation, as well as peripherals, data entry and file updating
- Experience in software updating and basic troubleshooting
- Assisted in hourly payroll and attendance management systems
- Experience in using and maintain office equipment including phone, fax and photocopier
- Ensured confidentiality protocol was followed at all times

CONSTRUCTION AND WOODWORKING

- Experience in interior and exterior renovations for both industrial and residential customers
- Experience in framing, installing windows, roofing, and instillation
- Operated a variety of power tools- drills, saws, sanders, grinders, etc.
- Versatile with a wide range of hand tools
- Maintained a safe and organized work area
- Proven ability to maintain building and mechanical equipment – including contracting outside services, trouble shooting, and handling tenant request professionally.
- Vast knowledge in home improvement, meeting cities codes along with customers wants

CUSTOMER SERVICE

- Knowledge of good customer service
- Handled customer inquiries and complaints in a professional manner
- Provided accurate and up to date product information to customers
- Adept at handling confrontational situations and resolving them appropriately
- Communicated with guests and customers via switchboard operation
- Ability to assist individuals in a friendly and courteous manner
- Established good listening and problem solving skills
- Able to multitask in a fast pace environment
- Accountable for float money and deposits to cash office
- Answered multi-line telephone system in a professional manner
- Strong background in all aspects of customer service and support
- Experience in dealing with the public and accommodating their needs
- Ability to work effectively in both individual and team oriented environments
- Strong organizational skills, ability to prioritize and complete tasks with speed and accuracy
- Provide quick and efficient service to customers
- Committed to maintaining customer satisfaction at all times
- Excellent communication skills; maintained positive relations with staff and customer in high volume, fast -paced operations
- Cashier duties: ability to calculate change quickly and accurately
- Conflict resolution using patience and excellent listening skills
- Handled customer complaints calmly and patiently

ELECTRICAL

- Knowledge in soldering, wire stripping, and crimping
- Experience in installation of light sockets, switches, and light fixtures
- Experience working with wire conduits
- Responsible for the installation of electrical equipment supports
- Operate test equipment to ensure continuity and compatibility of circuits
- Ability to take OHM meter readings
- Familiar with reading schematics and building circuits
- Experience in commercial and residential electrical wiring, repair and maintenance, as well as mechanical troubleshooting
- Skilled in blueprint reading and general construction for electrical systems to codes and customer specifications
- Experience in using a micrometer and multi-meter

GENERAL LABOUR

- Physically fit, able to complete heavy lifting and be on feet for an extended period of time
- Good hand eye coordination
- Able to interpret blueprints
- Able to work independently or part of a team
- Maintained and safe work environment
- Able to handle repetitious work and duties
- Motivated to work quickly and efficiently with fine attention to detail
- Able to work under adverse weather conditions
- Experience in safe loading and unloading of various materials
- Proven ability in stocking, order-picking, shipping and receiving
- Skilled in safe forklift driving and warehouse operations

***For more specific labourer position please use NOC codes**

HOUSEKEEPING/JANITORIAL

- Able to operate household and cleaning equipment
- Knowledge of cleaning solutions, solvents and chemicals
- Responsible for sweeping, mopping, waxing and polishing floors within residential and commercial buildings
- Sanitized and disinfected public areas
- Maintained a clean and safe work environment, and stored all cleaning products properly
- Experience cleaning floors, carpets, walls, windows, etc.
- Maintained equipment and materials in proper condition
- Knowledge of proper cleaning methods and safe usage of cleaning materials, disinfectants, janitorial tools and equipment
- Cleaned work area to ensure safe working environment for fellow employees and customers
- Able to operate residential and commercial cleaning equipment- vacuums, buffers, mops, etc.

KITCHEN AND CULINARY- FOOD PREP

- Excellent working knowledge of all kitchen utensils and appliances
- Proper disinfection and cleaning of tables and food preparation area
- Practiced safe storage measures for food
- Safe Food Handlers Certification
- Responsible for generating inventory lists and ordering food products
- Committed to Quality Control, ensured food products were presentable and safe to consume
- Ability read and follow recipes accurately
- Created and planned daily menus
- Experience in preparing soup, salad, main dishes and baked goods
- Experience in bussing tables, washing dishes and closing of kitchen
- Practiced safe food handling at all times
- Competencies to organize production and personnel to maximize use of space and finances
- Creative talents to develop attractive ways of food presentation
- Washed and peeled vegetables and fruit
- Maintained and cleaned equipment and cooking utensils
- Responsible for ensuring work environment was consistently clean and sanitary
- Worked quickly and effectively in a busy restaurant setting

LANDSCAPE AND GROUNDS MAINTENANCE

- Spread top soil, lay sod, plant flowers, grass, shrubs and trees and perform other duties to assist with the construction of a landscape and related structures
- Cut grass, rake, fertilize and water lawns, weed gardens, prune shrubs and trees
- Maintain lawns and grass along roadsides
- Operate and maintain power mowers, tractors, chain saws, electric clippers, sod cutters, pruning saws, snow blowers and other landscape maintenance equipment
- Spray and dust trees, shrubs, lawns and gardens, as directed, to control insects and disease
- Perform other manual duties to clean and maintain landscaped environments.

MANAGEMENT/SUPERVISORY

- Responsible for hiring, training, and scheduling of staff
- Supervised and oversaw security of building
- Able to make recommendation based on interviews
- Offers support and understanding to employees
- Effective problem solving skills
- Maintained and accounted for all stock and write-offs
- Experience in assigning staff schedules and duties
- Developed excellent rapport with co-workers and customers
- Demonstrated excellent listening skills
- Dealt with issues of concern promptly and accurately

MANUFACTURING AND FACTORY

- Effectively kept on production line, resulting in reduced downtime and increased production quotas
- Utilized excellent verbal communication skills with co-workers and supervisors
- Consistently worked under pressure to meet deadlines
- Knowledge of call work stations throughout the department
- Able to work in fast paced environment while completing task quickly
- Physically fit, able to lift heavy object and be on feet for an extended period of time
- Accurately read and interpreted labels
- Experience in supervising manufacturing process, from raw to finished product
- Skilled in using a variety of precision measuring instruments and inspection procedures
- Able to effectively communication with individuals at all levels of an organization
- Knowledge of parts specification and applications; well versed in researching, identifying and pricing parts

MECHANICAL AND TECHNICAL

- Experience in using a micrometer and multi-meter
- Experience in brake, air, and hydraulic repair systems
- Inspected and replaced fuel injectors and cooling systems
- Experience in operating tire machine for changes and repairs
- Basic upkeep knowledge of vehicles such as fluids and fuse check
- Assisted with engine rebuilding
- Skilled in the total re-building and fabrication of custom and stock engines, rear-ends and gears, as well as blown gas and alcohol motors
- Proficient in boring and honing blocks and heads; skilled in use of lathes, mills, grinders, and all general shop equipment
- Utilized all data, computer software for part tracking, as well as labour guides and engine specifications
- Extensive background in all aspects of maintenance/repair of vehicle, with responsibility for inspection, problem determination and prompt corrective action in team environments
- Knowledge of parts specification and application; well-versed in researching, identifying and pricing parts
- Operate a variety of equipment such as forklift, drills, grinders, and saws
- Able to perform simple plumbing and electrical repairs
- Ability to repair small engines

PERSONAL SUPPORT WORKER

- Provided care and companionship for individuals and families during periods of incapacitation, convalescence or family disruption
- Administered bedside and personal care to clients such as aid in ambulation, bathing, personal hygiene, and dressing
- Plan and prepare meals and special diets, and feed or assist in feeding clients
- Perform routine health-related duties such as changing non-sterile dressings, assisting in the administration of medications and collecting specimens under the general direction of home care agency supervisor or nurse
- Performed routine housekeeping duties such as laundry, washing dishes and making beds
- Performed housekeeping and other home management duties under general direction of employer
- Planned and prepared meals independently or with employer, and served meals

RESTAURANT/FOOD SERVICE SKILLS

- Smart Serve Certification
- Experience operating cash register
- Handled cash, credit card, and debit transactions
- Maintained a clean work environment
- Experience in all waitress/bartender duties
- Waited on tables, seated customers, received orders and served food/beverages
- Able to advise customers on product selection
- Took orders with speed and accuracy
- Experience in accommodating customers' needs
- Greeted customers, presented menus, offered recommendations, took and served orders in a professional manner
- Able to stand and walk for an extended period of time
- Maintained tables, ensured sufficient condiments and cleared and set tables after meals
- Maintained a clean work area, stocked supplies, and prepared for next shift
- Presented bills to customers and accepted payment providing correct change
- Experience: fast food restaurant, cafe, bar, and fine dining
- Calmly and professionally handled situations
- Cleaned tables and bar area
- Took and prepared beverage orders for customers
- Experience in club, hotel, and restaurant dining
- Knowledge of different types of alcohols

SALES

- Maintained up to date product knowledge
- Utilizes effective selling techniques to up sell client orders
- Promote and sell in-store credit cards
- Recommend purchases/services to customers through comprehensive product knowledge
- Experience in accommodating customers' needs
- Experience with shipping/receiving procedures and inventory control
- Ability to provide accurate information to customers
- Able to assist and advise customers on product selection
- Provide quick and efficient service to customers
- Handles cash transactions, refunds, and operated cash register
- Processed cash, debit and credit card transactions
- Responded to customer inquiries by phone and in person
- Consistently met and/or exceeded sales goals
- Outgoing personality and persuasive skills
- Knowledge of computerized registers and inventory control
- Outstanding selling and closing capabilities illustrated by proven track record of exceeding goals
- Ability to meet contact and sales quotas
- Confidence in cold calling and direct sales roles to market service and products to businesses and clients
- Proven ability to handle currency and financial transaction accurately

TRUCK DRIVING

- Operate and drive primarily tractor-trailer, long-combination vehicle and straight-body trucks weighing over 4500 kg to transport goods and materials over long distances
- Plan trip logistics and obtain required documentation to transport goods
- Perform pre-trip, en route and post-trip inspection of vehicle systems, equipment and accessories such as tires, lights and turning signals, brakes and cold storage
- Ensured cargo is secured properly in accordance with safety requirements and followed safety procedures for transporting dangerous goods
- Obtained special permits and other documents required to transport cargo on international routes
- Recorded cargo information, hours of service, distance travelled and fuel consumption
- Administered bills of lading and manually or electronically maintain log books
- Communicated with dispatcher, other drivers and customers using communication devices and on-board computers
- Experience in driving as part of a two-person team or convoy
- Experience in transporting hazardous products or dangerous goods