



Employment &
Learning Centre

CLIENT SERVICES CLERK
JOB POSTING

ABOUT YWCA SASKATOON:

The YWCA Saskatoon is a dynamic team dedicated to positively impacting the lives of women, their families, and the community. YWCA Saskatoon is a vibrant organization providing inclusive community services on Treaty Six territory and the homeland of the Métis peoples since 1910. We look forward to the possibility of you joining our team.

DIVERSITY, EQUITY, & INCLUSION STATEMENT:

At the YWCA Saskatoon, we believe in the importance of diversity, equity, and inclusion. We are dedicated to creating and cultivating an inclusive workspace and workforce that represents the communities we serve. We acknowledge that certain groups have been historically disadvantaged and continue to face barriers in the workforce. In collaboration with the Canadian Employment Equity Act, we have identified the following groups, which have experienced historical and/or current obstacles, as part of our equity priority group:

These include:

- Indigenous peoples
- Persons of colour
- Persons with disabilities
- Women
- 2SLGBTQ+ community
- Newcomers to Saskatchewan

We base our selection process on merit and encourage all diverse groups to participate fully. We acknowledge the barriers that affect equity groups, and we're committed to addressing, mitigating and accommodating these barriers to strive for equity in the workplace.

If at any time during the application and selection process you require accommodation, please email Pam Coates at pcoates@ywcaskatoon.com.

POSITION SUMMARY:

Serving as the initial point of contact for all individuals, the Client Service Clerk plays an important role as the “face” of the centre. The Client Services Clerk will work independently and proactively to assist individuals with their job search, work in correlation with our program staff, and collaborate with other departments on organizational initiatives. Along with the ability to maintain a positive attitude through change and multiple priorities, the Client Services Clerk has excellent communication, computer, and organizational skills. This is an in-scope position.

POSITION REPORTING: Manager of Employment Services

HOURS OF WORK: 37.5 Hours Monday to Friday, beginning as soon as possible and ending August 31st, 2026

MAJOR RESPONSIBILITIES:

- Maintain high quality and standard of service delivery, processes and resources
- Create welcoming environment within client areas including up-to-date resources
- Understand implicitly all of the YWCA Saskatoon offerings, imparting information about programs and services to participants, employers, partners and the general public
- Gather or collect information from individuals seeking to access programs and services
- Provide clerical support to program staff and management
- Track qualitative and quantitative information for reporting and evaluation with a high level of accuracy

QUALIFICATIONS:

- Diploma or certificate in administration, office or business and 2 years of related work experience in an administrative assistant role providing client services and reception
- Proficient at an intermediate level in Microsoft Office 2019 Word, Excel and Outlook
- Working knowledge of Microsoft Office 2019 PowerPoint and Zoom
- Well-developed relationship-building skills and ability to develop rapport and communicate effectively with all stakeholders
- Knowledge of Saskatoon’s labour market will be an asset
- An understanding of and commitment to, the philosophies of YWCA Saskatoon.

WAGE: \$15.35 per hour (Step 1 – Administrative Assistant Wage Grid)

Please note that SEIU-West is the union and bargaining agent for all in-scope employees.

CONTACT

This is a **Full-Time Term** position beginning as soon as possible and ending August 31st, 2026. Applications in the form of a resume and cover letter will be accepted until 4 pm on May 22nd, 2026. through the [Career Centre website](#). For any questions regarding this posting, you can reach us via email through careers@ywcaskatoon.com.

YWCA Saskatoon thanks all who apply. Only those selected for an interview will be contacted.