JOB DESCRIPTION

| Title: | POSITION TITLE |
| --- | --- |
| Reports To: | Name, Title |

Job Purpose

**Insert a summary/overview about the position and its relevance/relation to the company as a whole. Write in sentence format. Four or five sentences. Can be a bit creative.**

The primary purpose of the [insert title] role is to [insert broad level responsibilities]

* Example: ensure the marketing department runs smoothly and efficiently by generating leads within a set monthly budget.

The [insert title] will achieve this by [insert some main tasks they will perform]:

* Example: creating new content and campaigns on an ongoing basis, nurturing relationships with clients, making sure X is in good working order etc.

Provide information on how this contributes to the organization as a whole.

* Example: This role supports the organization’s ongoing client retention efforts by making sure our clients are well looked after and receive value that exceeds what is promised.

Insert some of the ideal criteria for a member of this role

* An excellent [insert title] will be a highly organized, team player, who enjoys [X]/ has excellent [customer service/communication/auditing/coding] skills.

Duties and Responsibilities

**Insert the responsibilities that any person who steps into this position would be responsible for, in order of importance to the role.**

Customer Service Duties [You can add heading and list duties in certain areas]:

* Maintains high levels of customer satisfaction
* Follows up with clients regarding any feedback provided to reach an amicable outcome
* Performs daily quality control check of X
* Manages/Resolves/Communicates/Performs

Overall Responsibilities:

* Manage a team of X [title] to ensure the
* Complete weekly tracking of X and provides reports to upper management each week
* Collaborate with co-workers to deliver…
* Write one new blog post each day on a new topic.
* Complete your duties following the timelines and protocols outlined in X

[Always include the following:]

* Any other duties as assigned

Core Competencies

**Only add in the essential competencies required for the position:**

* E.g., Time management
* E.g., Multi-tasking
* E.g., Flexibility and willingness to adapt to changing environments
* E.g., Ability to work in teams and collaborate with other employees
* E.g., Ability to organize priorities according to company timelines
* E.g., Highly motivated and able to follow instructions with minimal supervision
* E.g., Ability to work in a fast paced environment

Qualifications

**Only add in essential education/certifications/previous experience that are required for the role [can remove section if not applicable]:**

* [Insert type] certification/degree is required
* Must be in good standing with [insert professional body] professional body
* Must have a valid driver’s licence/certain class of license
* Must have a valid Insurance Licence in the province of Ontario
* Must hold personal errors and omissions insurance
* Must be bilingual in English and French
* Must have at least X years’ experience of management experience

Working Conditions

**Are there special work conditions that should be noted such as overtime, shift work, heavy lifting, hot or cold work, travel, job requirements such as must be able to stand/sit for long periods? *Must be bona fide occupational requirements for the job duties!***

* Overtime may be required
* Frequent travel is required
* As a personal trainer you will be required to lift equipment up to X pounds
* As a truck driver you will be required to sit for long periods
* Rotating shift work is required

Direct Reports

**Does the client manage others [can remove this section if not applicable]?**

Positions that you are responsible for managing include: