

POSTING

ADMINISTRATIVE ASSISTANT/INTAKE WORKER

Permanent Full-time (35 hours per week)

Whalley WorkBC Employment Services Centre

An opportunity exists for an Administrative Assistant/Intake Worker to join our team. The successful candidate will be responsible for:

- performing a variety of administrative duties, including maintaining records in a confidential manner;
- greeting clients and organizing daily client flow;
- answering questions and providing accurate information regarding the Employment Program of BC (EPBC) services;
- identifying, engaging and screening potential clients for case management services;
- maintaining all required forms/assisting clients to complete initial intake forms ;
- monitoring and responding appropriately to EPBC program referral service requests;
- handling incoming client case transfers from other WorkBC locations;
- assisting with updating all manuals, directories, and client packages;
- working with the intake team in establishing administrative procedures;
- working closely with Case Managers to assist with administrative tasks such as uploading documentation into client files, completing data entry corrections, billing for services and tracking financial supports as required;
- completing statistical reports, including dispensing and tracking transportation, job starts and other financial supports as required;
- making job-start support purchases as needed;
- ordering and maintaining supplies/keeping inventory

QUALIFICATIONS

Education, Training, and Experience

- Demonstrated success in an Administrative/Intake Worker or similar role
- Completion of high school preferably with post-secondary administrative certificate / diploma
- Thorough knowledge of employment services and well-rounded knowledge of services and resources in the community
- Advanced computer skills in MS Office and internet; ICM experience an asset

NOTE: Applicants not selected for an interview will not necessarily be notified.

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 04/12/16

OCS Posting #:A20728

Job Skills and Abilities:

- Alert to the needs of a performance-based business model
- Competent in relating to very diverse clientele; patient and calm when handling challenging situations
- Exceptional listening skills that ensure clients feel respected, heard and supported
- Flexible and committed to contributing to a team - 'can do', 'will do' attitude
- Ability to organize and carry out duties with independence and professionalism
- Organized and comfortable working in a multi-tasking, fast-paced environment
- Ability to identify sensitive issues and maintain confidentiality
- Satisfactory completion of a police information check
- Second language is an asset
- Crisis Line experience an asset.

* An eligibility list will be maintained for up to 6 months

CLOSING DATE: April 19, 2016

PLEASE APPLY TO: Glynis Soares, Assistant Program Manager
Options Community Services Society

Email: glyniss@options.bc.ca

Please include a resume and a cover letter that describes clearly why you are a good fit for this role. Thank you in advance for all applications. ***No phone calls please.***