



Service Assistant, JOB QUEST PROGRAM

(Posted: May 10, 2024 – May 24, 2024)

Job ID #: 24047-JobQuest

Position: Service Assistant – Job Quest Program – 2nd language is preferred
Employment Program – Vancouver Welcome Centre and occasional Coquitlam office coverage
Temporary full-time position at 35 hours per week starting as soon as possible until March 31, 2025 (maternity leave coverage; end date may be sooner or extended dependent on return of incumbent)

At ISSofBC we believe in:

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

Summary:

As a Service Assistant, you will report to the **Senior Manager and Assistant Manager – Job Quest**. Performs reception and administrative support functions for the program. Screens, registers and sets up appointments for clients. Assists Job Quest team in implementing routine administrative procedures and tasks such as program marketing, pre-screening calls, client follow-up, database maintenance, record-keeping, and event/workshop preparation. Maintains records and files using the required software program and enters data using the required database program. Ensures that the database of local vocational and career training programs is kept current. Provides word processing for the program including general correspondence, training and job search-related correspondence.

How You'll Make a Difference:

- Performs reception and clerical duties related to the Job Quest Program including word processing, filing, copying, faxing, processing mail, collating documents, and receiving visitors. Responds to and transfers phone calls as required.
- Enters client service record information into a centralized data base. Once entered, updates and maintains information in the data base.
- Generates contractual program-specific statistical reports and any other reports at the request of the Manager.
- Prepares and updates program information and marketing materials, including desktop publishing and production; arranges translations of marketing materials as needed, for distribution to the ethnic media.
- Assists counsellors in preparing logistics for the conduct of information sessions, workshops, and marketing activities. Under specific instructions, conducts follow-ups with clients.
- Assists counsellors in providing job leads/job postings to clients, matching clients with suitable jobs and providing follow-up assistance or coaching to clients.
- Prepares purchase orders and cheque requisitions for signature by the Manager ensuring that all supporting documentation

- is provided. Process signed documentation to Finance in a timely manner and according to established procedures.
- Contacts internal/external case managers, ISSofBC staff, service providers, community organizations, employers, professional associations, and educational institutions to obtain or provide information and build positive working relationships.
 - Maintains and updates database of client information and vocational training, employment assistance programs, and job postings available in Vancouver and the Lower Mainland.
 - Responds to reports of technical problems related to photo-copiers, fax machines, printers and computers. If unable to resolve the issue refers matter to Manager or appropriate department.
 - Performs other related duties as assigned.

What you Bring:

Completion of a certificate or diploma in office administration, business or related discipline supplemented by a minimum of one (1) year of related experience preferably in a related social service field and accounting or financial field; Trauma Informed Practice training will be an asset. OR an equivalent combination of education, training and experience acceptable to the employer. Fluency in a second language is an asset.

What Makes You a Change Maker:

- Ability to communicate effectively in both written and oral English.
- Demonstrated ability to deal effectively and courteously with clientele, staff and the public from differing cultural and linguistic backgrounds.
- Demonstrated proficiency in all aspects of Microsoft Office software and experienced in entering information into databases.
- Demonstrated ability to manage time and resources effectively.
- Ability to set and maintain boundaries with clients and manage self-care.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Ability to carry out the duties of the position.

ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.

ISSofBC Value Proposition

- Expected Hiring Salary: **\$21.30 – \$23.44** per hour. Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually.
- Accrued vacation and other paid leave benefits based on eligibility.
- Employer RRSP contribution at 3% with no required employee contribution; Optional employee RRSP contribution at 1-5% with employer contribution up to 5%
- Employee and Family Assistance Program (EFAP)
- Values-based organization with collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and innovative workplace with opportunity for new approaches

If you are passionate about making a difference, apply now!

Applications must include "24047-JobQuest" in the subject line and can be sent to: jobs@issbc.org

For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line. Immigrant Services Society of British Columbia is committed to attracting and sustaining a diverse and inclusive workforce. Applicants must be eligible to work in Canada. Satisfactory completion of a Criminal Records Check is a condition of employment. Only those candidates considered for an interview will be contacted. **Closing Date: May 24, 2024.**