

# POSTING

## **CLIENT SERVICES REPRESENTATIVE** **Permanent Full Time (35 hours per week) - 2 Positions** (This position requires work outside normal office hours)

### **WorkBC Employment Services**

North Surrey & Newton Location

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The Client Service Representative is responsible for the reception area including switchboard operation, greeting people arriving at the Employment Services Centre, directing visitors to the appropriate person or service, answering and forwarding telephone calls, taking messages, scheduling appointments and performing other related clerical duties.

#### **KEY DUTIES AND RESPONSIBILITIES:**

1. Answer all incoming calls, take and relay messages, provide information and book appointments.
2. Identify, engage and screen potential clients for case management services.
3. Maintain all required forms / assisting clients to complete initial intake forms and online registration as needed.
4. Assist with incoming and outgoing client case transfers to and from WorkBC locations including verifying client contact details using ICM.
5. Assist with 4, 24 and 52 week employment follow-up as needed, to meet performance outcomes.
6. Maintain statistics on each person served whether by phone or walk-in.
7. Keep detailed records of staff vacation and sick leave.
8. Assist with marketing the program as needed.
9. Perform other duties as assigned.

#### **QUALIFICATIONS**

##### **Education, Training and Experience:**

- Completion of high school preferable with a post-secondary administrative certificate / diploma or equivalent combination of education and experience within the employment field
- Minimum three years' experience and demonstrated success as a Client Services Representative/Receptionist in a fast-paced environment
- 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
- Experience operating a multi-line switchboard

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**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: 01/09/2019

OCS Posting #:A21257

## Job Skills and Abilities:

- Alert to the needs of a performance-based model
- Excellent listening, verbal and written communication skills
- Good organizational skills with ability to pay attention to details
- Good general knowledge of employment services in the community
- Competent in relating to very diverse clientele; patient and calm when handling challenging situations
- Ability to take the initiative and take direction
- Strong ethics around confidentiality
- Flexible and committed to contributing to a team - 'can do', 'will do' attitude
- Ability to deal with sensitive issues in a caring manner
- Second language is an asset
- Ability to identify sensitive issues and maintain confidentiality
- Must be sensitive to and respectful of cultural and lifestyle diversity
- Must complete a six (6) month probationary period before staff are permanent employees, unless otherwise specified by contract conditions
- Crisis Line experience an asset.

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

**CLOSING DATE:** Resumes will be reviewed starting [January 16, 2019] but the posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:** Jagjit Gill, Senior Program Manager  
Options Community Services Society  
  
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**No phone calls please.**

**Please include a cover letter clearly indicating the posting number [#A21257] and outlining your qualifications and related experience for the position.**