

Surrey Language Assessment Centre

Clerical Assistant/Receptionist

Surrey Language Assessment Centre is looking for a Clerical Assistant/Receptionist. As well as having excellent time-management and multi-tasking skills, the successful candidate will be able to comfortably deal with in-person and telephone enquiries, sometimes with clients who have limited ability to communicate in English.

We are located at 7337 137 St in Surrey, near the intersection of 72nd Avenue and King George Blvd. and the Newton Transit Exchange.

Interested candidates should submit their resume by email to surreylac@yahoo.ca or by fax at (604) 507-4155.

Please note that only those candidates who are chosen for further consideration will be contacted.

Job Description:

Under general supervision perform routine clerical and administrative functions such as assisting with LINC program procedures and applications, scheduling appointments, organizing and maintaining paper and electronic information, and providing information and assistance to clients over the phone and in the office.

Duties:

- Open office on time, close office at end of day. Office/working hours are 8:30am - 4:00pm.
- Respond to in-person and telephone client enquiries regarding the LINC program, eligibility criteria, and the application, assessment, and referral process
- Assist clients with LINC program applications
- Determine and confirm LINC eligibility for applicants
- Enter client data and assessment results into iCare database
- Schedule assessment appointments and generate, prepare, and mail appointment letters
- Provide clients with information regarding classes and assist with referrals to schools
- Assemble test materials
- Stock and update information referral materials
- Maintain liaison with training suppliers, providing needed information/documentation in a timely manner
- Perform general clerical duties such as word processing, data entry, mailing, faxing, photocopying, filing, answering telephones and emails, and maintaining documentation related to the smooth operation of the service
- Maintain the general upkeep and cleanliness of the office

- Assist assessors as required
- Keep and report basic statistics regarding in-person and telephone enquiries
- Invigilate reading and writing tests
- Assist assessment centre management in project administration and other duties as required
- Adhere to organization and funder policies and procedures
- Assist with tracking and stocking of supplies and materials
- Fulfill duties and assignments in a conscientious, efficient, and timely manner
- Treat clients, fellow employees, and owners fairly without discrimination or prejudice
- Communicate and deal with clients and coworkers in a courteous and professional manner

Qualifications:

- Ability to communicate effectively in spoken and written English, including with people with limited English skills
- Exceptional communication skills and fluency in English essential
- Experience working in a high volume office environment and ability to multi-task
- Cross-cultural experience and experience dealing with adult immigrants
- Knowledge of office practices and procedures and ability to maintain a wide variety of records and reports, including proficiency with word-processing (preferably MS Word), spreadsheets (preferably MS Excel), and data entry
- Ability to write emails, memos, and letters
- Willingness and ability to become proficient in use of iCare. Prior experience with iCare an asset
- Must fulfill, at time of employment, and continue to fulfill while employed, conditions and terms set out by IRCC for access to iCare and/or other databases/systems used by the organization
- Familiarity with LINC program operational policies and procedures an asset
- Extreme tact and patience when dealing with ESL clients and empathy for Second Language learners
- Ability to establish and maintain effective working relationships with staff members, LINC suppliers, clients, and the general public

Other requirements:

- Must have authorization to reside and work in Canada
- Successful candidate must obtain at own expense and submit to the employer a Criminal Record Check from local police in the candidate's city of residence. The employer may, under certain conditions, accept a previously obtained Criminal Record Check to fulfill this requirement.