

Vancouver Language Assessment & Referral Centre

Job Vacancy: Administrative Assistant

Location: #208 – 2525 Commercial Drive BC

Compensation: \$22.00 per hour - Extended benefits after 3 months

Closing date: Until filled

Term: 1 year with possible extension

The **Vancouver Language Assessment Centre** is looking for an Administrative Assistant. As well as having excellent time management and multi-tasking skills, the successful candidate will be able to comfortably deal with in-person, email and telephone enquiries, sometimes with clients who have limited ability to communicate in English.

Interested parties should submit their resume along with a cover letter to elia.surreylac@yahoo.ca.

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

Job Description:

Under general supervision perform routine clerical 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 8:30-4:00
- Respond to in-person, email and telephone client inquiries regarding Linc program, eligibility criteria as well as the application, assessment and referral process
- Respond to inquiries regarding Linc program from other service providers or schools
- Assist clients with the Linc program
- Determine and confirm eligibility for clients
- Enter client data and assessment results in 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 referral, informative and other 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, printing, scanning, photocopying, filing, answering phones 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, online and telephone inquiries.
- Keep and report basic statistics regarding in-person and online assessments
- Invigilate reading and writing tests when needed
- 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 management fairly without discrimination or prejudice
- Communicate and deal with clients and coworkers in a courteous and professional manner
- Work at the Surrey Language Assessment Centre (#408 -7337 137 Street Surrey) when needed
- Other duties as needed

Qualifications:

- Ability to communicate effectively in spoken and written English, including people with limited English skills
- Excellent English verbal and written communication skills
- Excellent organizational skills
- Experience working in a 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 candidates city of residence. The employer may, under certain conditions, accept a previously obtained Criminal Record Check to fulfil this requirement.