



**Service Assistant, Settlement Program
(Posted: December 23, 2023 – Open until Filled)**

Job ID #: 2023-Settlement-42

Position: **Service Assistant**
Settlement Program – Burnaby
Regular full-time position at 35 hours per week starting as soon as possible.

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:

Reporting to the Manager – Settlement, the Service Assistant is responsible for providing administrative support and reception at a designated ISSofBC Immigrant Services Centre.

How You'll Make a Difference

- Performs reception and clerical duties related to the Immigrant Services Centre including word processing, filing, copying, faxing, processing mail, collating documents, and receiving visitors. Responds to and transfers phone calls as required.
- Inputs client and program information and statistics into ISSofBC's database. Once entered, updates and maintains information as required.
- Provides information to clients and internal contacts regarding available services. If clients are requesting services which are not provided at the Immigrant Services Centre, refers individuals to appropriate external agencies.
- Prepares and updates service information and resources. Distributes and posts information in designated areas and via approved email lists.
- 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.
- 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.
- Coordinates meetings including notification/confirmation, facility booking, audio-visual equipment and catering.
- Generates program specific and other reports at the request of the Manager.
- Performs other duties as assigned.

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

HEAD OFFICE: 2610 Victoria Dr. Vancouver, BC V5N 4L2

T: 604-684-2561

E: info@issbc.org

www.issbc.org



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; **OR** an equivalent combination of education, training and experience acceptable to the employer. Second language considered an asset.

What Makes You a Change Maker

- Ability to communicate effectively in both written and oral English at all levels of the organization.
- Demonstrated ability to deal effectively and courteously with clientele, staff and the public who come from differing cultural and linguistic backgrounds.
- Demonstrated proficiency in all aspects of Microsoft Office software and experienced in entering information into databases.
- Ability to set and maintain boundaries with clients and manage self-care.
- Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Physical ability to carry out the duties of the position.

ISSofBC Value Proposition

- Expected Hiring Range: \$21.30 - \$23.44 *Dependent on education, training, experience, and internal equity.
- Role Salary Range: \$21.30 - \$29.86 per hour **Wage grids are reviewed annually.
- Wage grids are reviewed annually.
- 105 hours of vacation and 35 hours of personal leave
- Extended health and dental benefits upon joining
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Values-based organization with collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and innovative workplace with opportunity for new approaches

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.

Applications must include "2023-Settlement-42" in the subject line and can be sent to: jobs@issbc.org. **All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format. For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line.

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview. **Closing Date: Open until Filled**

If You are Passionate about Making a Difference, Apply Now!