

# POSTING

## RECEPTION AND INFORMATION

Permanent Full Time (35 hours per week)  
(Some evenings and Saturdays required)

### Child Care Resource and Referral Program

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This position responds to enquiries from families, the child care community and the general public on a wide range of issues regarding early childhood care and education. Referrals are given to appropriate programs or services. They manage and maintain the Early Years Learning Store. They work in co-ordination with the staff team.

#### KEY DUTIES AND RESPONSIBILITIES

- Professional telephone manner, experience with information and referral.
- Strong organization skills and ability to work well under pressure.
- Experience working with cash/credit/debit and point of sale database.
- Proficiency in written, oral and interpersonal communication, reporting and record keeping.
- Demonstrated effectiveness as part of a staff team.
- Knowledge and understanding of current child care practice, issues, trends and community resources.
- Maintains a working knowledge of child care services, community services, resource persons and a wide range of child care issues and initiatives, and dispenses this information for care providers, families and the community.
- Assists in the planning and implementation of special events, and represents the CCRR program and OCS in the child care and broader communities.
- Address parenting questions and concerns of families with young children and provide parent education to improve parenting knowledge, to build healthy parent- child relationships.
- Share culturally-responsive, developmentally-appropriate tools and resources; facilitate referrals; and offer practical ideas to help reduce stress for families and their children.
- Demonstrated knowledge of and proficiency with computer applications (particularly Windows, Word, Excel, Data Base Management).

#### QUALIFICATIONS

##### Education, Training, and Experience

- At least one year of Early Childhood Care and Education training or equivalent combination of education and experience with at least three years previous experience working with children.
- Minimum of two years' general office experience that includes reception and clerical functions.

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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: 08/17/2020

OCS Posting #:A21611

- Current Level I First Aid Certificate.
- Basic computer skills.
- Responsible, self-motivated, detail oriented and ability to multi-task.
- Experience with computers, including basic word processing, Excel.

**Job Skills and Abilities:**

- Understanding of the current realities facing parents, families, and children aged 0-6 years in Surrey.
- Comprehensive knowledge of Early Years programs, services, and challenges
- Crisis Line experience an asset.
- Fluency in a second language - Punjabi, Cantonese, or Spanish an asset.
- Experience working in a social service environment serving children and families an asset.

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

**CLOSING DATE:**

**Resumes will be reviewed starting August 24, 2020 but the posting will remain open until filled and will close without notice.**

**PLEASE APPLY TO:**

Sharlene Wedel, Program Manager  
Options Community Services Society

Email: [sharlene.wedel@options.bc.ca](mailto:sharlene.wedel@options.bc.ca)

**No phone calls please.**

**Please include a cover letter clearly indicating the posting number [#A21611] and outlining your qualifications and related experience for the position.**