

# POSTING

## ADMINISTRATIVE ASSISTANT

**Temporary Full Time (35 hours per week) - Until Return of Incumbent**

This position requires work outside normal office hours

### WorkBC Employment Services

Whalley Location (1 position)

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The administrative assistant is responsible for performing, coordinating and overseeing technical and office administrative duties including data quality corrections and 4, 24 and 52 weeks employed follow-up to enhance key performance measures and program outcomes. The administrative assistant is also responsible for providing backup to the Client Services Navigator and Client Services Representative positions.

#### KEY DUTIES AND RESPONSIBILITIES:

1. Perform a variety of administrative duties, including maintaining records in a confidential manner.
2. Monitor and respond appropriately to ICM Service Requests.
3. Handle incoming and outgoing client case transfers to and from WorkBC locations.
4. Work closely with case managers to assist with administrative tasks such as uploading documentation into client files, billing for services, closing cases and tracking financial supports as required.
5. Perform assigned tasks to assist with data quality corrections and employed follow-up (4, 24 & 52 week) to enhance key performance measures and program outcomes.
6. Order/purchase and maintain supplies. Keep inventory for office supplies, food vouchers, bus tickets and other supplies for clients.
7. Complete statistical reports, including dispensing and tracking transportation, job starts and other financial supports as required.
8. Process annual archiving of closed files.
9. Provide backup to the Client Services Navigator and Client Services Representative positions as follows:
  - Make job start support purchases as needed.
  - Greet clients, manage incoming telephone calls, schedule appointments, and organize daily client flow.
  - Answer questions and provide accurate information regarding the WorkBC Employment Services.
  - Identify, engage and screen potential clients for case management services.
  - Maintain all required forms / assisting clients to complete initial intake forms online.
10. Attend meetings as required and work as a member of the team.
11. Assist with marketing the program.
12. Perform other duties as assigned.

## QUALIFICATIONS:

### Education, Training and Experience:

- Demonstrated success in an Administrative/Intake Worker or similar role.
- Completion of high school with a post-secondary administrative certificate/diploma
- 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.

### Job Skills and Abilities:

- Alert to the needs of a performance-based business model.
- Strong ethics around confidentiality.
- Flexible and committed to contributing to a team - 'can do', 'will do' attitude.
- Competent in relating to very diverse clientele; patient and calm when handling challenging situations.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Exceptional communication and listening skills to ensure clients feel respected, heard and supported.
- Ability to organize and carry out duties with independence and professionalism.
- Organized and comfortable working in a multi-tasking, fast-paced environment.
- Second language/Crisis Line experience is an asset

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

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

**APPLY TO:** Glynis Soares, Program Manager  
Options Community Services  
Unit 160, 10362 King George Blvd.  
Surrey, BC V3T 2W5  
Email: [employmentservices@options.bc.ca](mailto:employmentservices@options.bc.ca)

**No phone calls please.**

**Please include a cover letter clearly indicating the posting number [#A21643] and outlining your qualifications and related experience for the position.**