

We're Hiring!

**Posting:
A21791**

**Administrative Assistant
Full-Time
(35 hours per week)**

**WorkBC Employment
Services - North Surrey
(Guildford)**

Options Community Services Society

We are a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

We envision a healthy community as a safe and clean environment where we all have a sense of belonging. It is a place where each of us has the opportunity to work and learn, and to develop and realize goals that are meaningful and fulfilling.

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. This position requires work outside of normal office hours.

KEY DUTIES AND RESPONSIBILITIES

- Perform a variety of administrative duties, including maintaining records in a confidential manner.
- Monitor and respond appropriately to ICM Service Requests.
- Handle incoming and outgoing client case transfers to and from WorkBC locations.
- Assist case managers with tasks such as uploading documentation into client files, billing for services, closing cases and tracking financial supports as required.
- Assist with data quality corrections and employed follow-up (4, 24 & 52 week) to enhance key performance measures and program outcomes.
- Order/purchase and maintain supplies. Keep inventory for office supplies, food vouchers, bus tickets and other supplies for clients.
- Complete statistical reports, including dispensing and tracking transportation, job starts and other financial supports as required.
- Process annual archiving of closed files.
- 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.
- Attend meetings as required and work as a member of the team.
- Assist with marketing the program.

NOTE: Applicants not selected for an interview will not necessarily be notified.

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- Perform other duties as assigned.

QUALIFICATIONS

Education, Training, and Experience

- Demonstrated success in an Administrative/Intake Worker or similar role.
- Completion of high school preferably with 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.

Knowledge 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

Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search preceding your start date.

Applicants with lived experience are strongly encouraged to apply.

CLOSING DATE: May 7, 2021

PLEASE APPLY TO: Lois Venables, Assistant Manager
Options Community Services Society

Email: employmentservices@options.bc.ca

Please include a cover letter indicating the posting number [#21791] and detailed resume outlining your qualifications and related experience for the position.

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