

We're Hiring!

**Posting:
A21919**

Client Services Representative
Temporary Full-Time - 3 months or until return of
incumbent
(35 hours per week)

**WorkBC -
Whalley**

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.

Located in the area of Whalley in Surrey, our WorkBC Employment Services provide cost-free and tailored services to residents who are unemployed or working less than 20 hours a week and legally entitled to work in Canada and are not currently attending full-time school.

We are seeking a Client Service Representative for a three month placement. They will be responsible for the reception area including switchboard operation, greeting people arriving at the Employment Services Centre, directing visitors to the appropriate person or service, answering and forwarding telephone calls, taking messages, scheduling appointments and performing other related clerical duties. This position requires work outside of normal office hours.

HIGHLIGHTS OF KEY RESPONSIBILITIES

- Answer all incoming calls, take and relay messages, provide information and book appointments.
- Identify, engage and screen potential clients for case management services.
- Maintain all required forms / assisting clients to complete initial intake forms and online registration as needed.
- Assist with incoming and outgoing client case transfers to and from WorkBC locations including verifying client contact details using ICM.
- Assist with 4, 24 and 52 week employment follow-up as needed, to meet performance outcomes.
- Maintain statistics on each person served whether by phone or walk-in.
- Keep detailed records of staff vacation and sick leave.
- Assist with marketing the program as needed.
- Perform other duties as assigned.

QUALIFICATIONS

Education, Training, and Experience:

- Completion of high school preferable with a post-secondary administrative certificate / diploma or equivalent combination of education and experience within the employment field

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

Posted: 21-Sep-23

- Minimum three years' experience and demonstrated success as a Client Services Representative/Receptionist in a fast-paced environment
- 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
- Experience operating a multi-line switchboard

Knowledge Skills and Abilities:

- Alert to the needs of a performance-based model
- Excellent listening, verbal and written communication skills
- Good organizational skills with ability to pay attention to details
- Good general knowledge of employment services in the community
- Competent in relating to very diverse clientele; patient and calm when handling challenging situations
- Ability to take the initiative and take direction
- Strong ethics around confidentiality
- Flexible and committed to contributing to a team - 'can do', 'will do' attitude
- Ability to deal with sensitive issues in a caring manner
- Second language is an asset
- Ability to identify sensitive issues and maintain confidentiality
- Must be sensitive to and respectful of cultural and lifestyle diversity

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: Resumes will be reviewed starting **September 29, 2021** but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Bidya Singh, Assistant Manager
Options Community Services Society

Email: employmentservices@options.bc.ca

Please include a cover letter indicating the posting number **[#21919]** and detailed resume outlining your qualifications and related experience for the position.

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