

**We're Hiring!**



## CLIENT SERVICES REPRESENTATIVE

<b>Posting Requisition</b>	22092	<b>Program</b>	<i>WorkBC Employment Services</i>
<b>Job Type</b>	<i>Temporary, Full-time until December 30, 2022</i>	<b>Location</b>	<i>Surrey, BC</i>
<b>Hours of work</b>	<i>35 hours per week</i>	<b>Closing Date</b>	<i>Open until filled</i>

Options Community Services is 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.

The Client Service Representative is 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.

### ACCOUNTABILITIES

- 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.
- 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.
- Second language is an asset

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#### **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
- Ability to identify sensitive issues and maintain confidentiality
- Must be sensitive to and respectful of cultural and lifestyle diversity
- Must complete a six (6) month probationary period before staff are permanent employees, unless otherwise specified by contract conditions

#### **SPECIAL REQUIREMENTS**

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.

*\*An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position.*

#### **PLEASE APPLY TO:**

Glynis Soares, Program Manager

Options Community Services Society

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

**Please include a cover letter clearly indicating the posting number [posting #22092 and outlining your qualifications and related experience for the position]**