

**We're Hiring!**



## ADMINISTRATIVE ASSISTANT

<b>Posting Requisition</b>	22229	<b>Program</b>	<i>BC Settlement &amp; Integration Services</i>
<b>Job Type</b>	<i>Permanent, Full-time</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 administrative assistant/intake worker is responsible for performing, and coordinating overseeing technical and office administrative duties. The administrative assistant/intake worker is also responsible for greeting clients and organizing daily client flow as they walk into the BC Settlement and Integration Services (BCSIS) office.

### ACCOUNTABILITIES

- Perform a variety of administrative duties, including maintaining confidential records.
- Greet people coming into the office, direct them to the appropriate contacts or services and provide information.
- Monitor and respond appropriately to online enquiries.
- Develop program-relevant reference and resource materials as needed.
- Support BCSIS Manager to compile service/activity statistics and reports, including Quarterly Client Satisfaction Surveys, Annual Stakeholder Surveys, Outreach Statistics etc.
- Manage recordkeeping on the program activities and achievements for use in reports to stakeholders.
- Complete statistical reports, including tracking transportation support.
- Order and maintain supplies/keep inventory.
- Contribute to PQI and Strategic Directions/Goals of the BCSIS program and be proactive in identifying areas for improvement, sector trends, potential partnerships, etc.
- Undertake Communication and Promotional activities, including:
  - Assist in developing and implementing BCSIS Communications and Marketing Plan
  - Maintain and update BCSIS website pages, including the monthly web calendar
- Attend meetings as required and work as a member of the team.
- Contribute to a positive work environment by maintaining a positive working relationship with other workers and volunteers.
- Adhere to Policies and Standards as established in OCS Policy and Program Manuals, OCS Health & Safety Guidelines, OCS Job Description(s), written Memos/Directives, funder expectations and COA standards
- Perform other duties as assigned.

### QUALIFICATIONS

#### Education, Training, and Experience:

- Post-secondary education in business administration or a related field and a minimum of one year of recent related experience in an office environment.
- Experience working with newcomers, vulnerable populations and/or volunteers is preferred.

***We are an equal opportunity employer committed to hiring a diverse workforce***

Posted: 23-Jan-24

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#### Skills and Abilities:

- Exceptionally well organized, dependable, and able to set priorities to meet deadlines efficiently and accurately.
- Excellent written and verbal communication skills.
- Must be able to multi-task, take direction and work independently.
- Understand needs and issues/challenges related to immigrant/refugee/newcomer settlement needs
- Knowledge of Government and Community Resources/Services
- Ability to identify and access community services and resources related to temporary residents.
- Strong communication, interpersonal/relationship-building intercultural competency, as well as crisis intervention, conflict resolution, critical thinking, and problem-solving skills/techniques Ability to organize and carry out duties with independence and professionalism.
- Organized and comfortable working in a multi-tasking, fast-paced environment
- Must be sensitive to and respectful of cultural and lifestyle diversity
- Flexibility and willingness to work outside of regular work hours

#### 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. This position is open to all qualified applicants.*

**PLEASE APPLY TO:** Iris Solorzano, Program Manager  
Options Community Services Society  
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**Please include a cover letter clearly indicating the posting number [posting #22229] and outlining your qualifications and related experience for the position.**