

**We're Hiring!**



## CLIENT SERVICES REPRESENTATIVE

Posting Requisition	22266	Program	Employment Services
Job Type	Regular, Full-time	Location	Whalley WorkBC
Hours of work	35 hours per week	Closing Date	Open until filled

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 and provide information as requested, and book appointments.
- Greet people coming into the office, direct them to the appropriate contacts or services and provide information, and organize daily client flow.
- Answer questions and provide accurate information regarding WorkBC Employment Services.
- 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.
- Coordinate interpreter bookings and maintain records of interpreter hours.
- Manage the bookings of all meeting / workshop rooms.
- Mail out TRF letters to potential clients.
- Keep detailed records of staff vacation and sick leave.
- Interact with program users and handle all paperwork in a confidential manner.
- Maintain the reception area ensuring it is clean, safe and welcoming.
- Maintain up-to-date staff lists.
- Work collaboratively as a member of the team and provide coverage during absenteeism.
- Assist with marketing the program as needed.
- Adheres to the policies and standards as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.

### QUALIFICATIONS

Education, Training, and Experience:

**We're Hiring!**



- 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.

#### **Knowledge:**

- Excellent knowledge of Labour Market trends, employment and non-employment related services in the community.

#### **Skills and Abilities:**

- 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
- Alert to the needs of performance-based model
- Computer skills using MS Office, Internet; strong ability to learn new software
- Second language is an asset
- 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. This position is open to all qualified applicants.*

#### **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 #22266 and outlining your qualifications and related experience for the position]**