

We're Hiring!



ADMINISTRATIVE ASSISTANT

Posting Requisition	22515	Program	WorkBC Employment Services
Job Type	Regular, Full-time (2 Positions Available)	Location	Surrey, BC
Hours of work	35 hours per week	Closing Date	Open until filled

Salary - \$23.44 hourly (subject to our funding model)

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.

This position 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.

ACCOUNTABILITIES

- Monitor and respond appropriately to ICM Service Requests.
- Handle incoming and outgoing client case transfers to and from WorkBC locations.
- Assist with updating all manuals, directories, and client packages.
- Work with other work groups in establishing administrative procedures.
- Work closely with case managers to assist with administrative tasks such as uploading documentation into client files, billing for services, closing cases and tracking financial supports as required.
- Perform assigned tasks to 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.
- Managing orders and invoices for Mark's Work Warehouse.
- Assist with marketing the program.
- Adheres to the policies and standards as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Perform other duties as assigned.

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

Posted: 31-Jan-24

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QUALIFICATIONS

Education, Training, and Experience:

- Completion of high school preferably with post-secondary administrative certificate/diploma.
- A minimum of one (1) year experience in an Administrative/Intake Worker or similar role.
- Advanced computer skills in MS Office and internet.
- Second language/Crisis Line experience is an asset
- Demonstrated success in an Administrative/Intake Worker or similar role.
- Completion of high school with a 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.

Skills and Abilities:

- Thorough knowledge of employment services and well-rounded knowledge of services and resources in the community.
- 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.

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants with lived experience are strongly encouraged to apply.

**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.*

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PLEASE APPLY TO:

Glynis Soares, Program Manager

Options Community Services Society

Email: employmentservices@options.bc.ca

No phone calls please

Please include a cover letter clearly indicating the posting number [posting #22515] and outlining your qualifications and related experience for the position.