



Service Assistant, Career Paths for Skilled Immigrants

Job ID #: 2023-CP-06

Position: Service Assistant, Career Paths for Skilled Immigrants

Various locations - Metro Vancouver

Temporary full-time position at 35 hours per week starting as soon as possible until March 31, 2024

At ISSofBC we believe in:

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

About CAREER PATHS

The **Career Paths Program** supports skilled immigrants and refugees to fast-track their re-credentialing and employment journey in British Columbia. We do so through customized one-on-one career coaching, group and self-paced online learning on career development and standards in BC, local connections to mentors and skilled professionals, on-site employer tours and networking events, and access to skills enhancement services to fund regulatory or skills upgrading requirements in our clients' chosen occupations.

In **Career Paths**, we believe that with career support from our Career Strategists, Resources Advisor, and Employer Relations Specialists, all our clients can re-align and re-enter their chosen profession here in BC. Our services are tailored to your individuals' education, training, and professional experiences.

Summary

As a **Service Assistant**, you will report to the Senior Manager Career Paths, and you will perform reception and administrative support functions for the program. Screen, register and set up appointments for clients. You will assist in the areas of program marketing, expense reporting, including client skills enhancement services, reimbursement and/or direct payments, database maintenance, record-keeping, and event/workshop preparation. You will maintain records and files using the required software program and enter data using the required database program.

How You'll Make a Difference

- Performs reception and clerical duties related to the Career Paths Program including word processing, filing, copying, processing mail, collating documents, and receiving visitors through reception desk duties at our service delivery locations. Responds to and transfers phone calls as required.
- Enters client service record information into a centralized database. Once entered, updates and maintains information in the database.
- Generates contractual program-specific statistical reports and any other reports at the request of the Senior Manager
- Prepares and updates program information and marketing materials, including desktop publishing and production; arranges translations of marketing materials as needed.

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

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- Assists counsellors in preparing logistics for the conduct of information sessions, workshops, and marketing activities. Under specific instructions, conducts follow-ups with clients.
- Prepares purchase orders and cheque requisitions for signature by the Senior Manager ensuring that all supporting documentation is provided. Process signed documentation to Finance in a timely manner and according to established procedures.
- Contacts internal/external case managers, including subcontractors and ISSofBC staff, service providers, community organizations, employers, professional associations, and educational institutions to obtain or provide information and build positive working relationships.
- Prepares bi-weekly expense reporting, including payment reimbursement or direct-payment processing on behalf of clients using skills enhancement services in the program.
- Performs other related duties as assigned.

What You Bring

Completion of a certificate or diploma in office administration, business, or related discipline supplemented by a minimum of one (1) year of related experience preferably in a related social service field; OR an equivalent combination of education, training, and experience acceptable to the employer. Fluency in a second language is an asset.

What Makes You a Change Maker

- **A natural connector** with a can-do attitude
- **A passion** for client-oriented services with a willingness to help the team and the organization achieve desired objectives and targets
- **Creativity & innovation** in marketing the program
- **New and exciting ways** to manage time and resources efficiently
- **Bold curiosity and a willingness** to learn new technology with previous experience with Microsoft Office, Zoom, and Microsoft Teams
- Possession of and the ability to maintain a clear provincial criminal record check.

ISSofBC Value Proposition

- Role Salary Range: \$21.03- \$27.49 per hour
- Expected Starting Range: \$21.03 - \$22.32. Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually
- 105 hours of vacation and 35 hours of personal leave
- Extended health and dental benefits
- Employer RRSP contribution at 3% with no required employee contribution; Optional employee RRSP contribution at 1-5% with employer contribution up to 5%
- Employee and Family Assistance Program (EFAP)
- Hybrid work opportunity
- Collaborative peers with a wide range of backgrounds and talents
- Values-based organization with collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and innovative workplace with opportunity for new approaches

ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.

If you are passionate about making a difference, apply now!

Applications must include "2023-CP-06" in the subject line and can be sent to: jobs@issbc.org. **All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line.

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview. **Closing Date: Open till filled.**