



## EMPLOYER RELATIONS SPECIALIST, JOB QUEST PROGRAM

(Posted: September 1, 2023 – September 15, 2023)

**Job ID #:** 2023-JobQuest-11

**Position:** **Employer Relations Specialist – Job Quest Program**  
Employment Program – Vancouver and Burnaby  
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.

### Summary:

Employer Relations Specialist (ERS) focuses on serving multi-barriered clients who require assistance in finding meaningful work. In addition to marketing job placement services to generate job leads and placements for unemployed clients that are consistent with ISSofBC policies and funder's guidelines, the ERS also: develops and maintains a database network of resources and employers contacts to ensure availability of job leads for clients, provides job information and resources to clients, pre-screens clients and employers, conducts quality job matches and job referrals, provides placement-related coaching and support, and conducts follow-up activities with clients and employers.

Although primarily based at one location, ERS staff will be required to travel to employer locations and work at various ISSofBC locations in Metro Vancouver.

**Reports to** the Manager, Job Quest Program.

### How You'll Make a Difference:

#### Job Development:

- Develops and maintains a network of resources and employers to ensure availability of job leads for clients.
- Maintains a database of contacts; and markets job placement services to generate job leads and placements for clients.
- Conducts and delivers presentations to employers and employer groups in support of client marketing activities.
- Builds and maintains positive relationships with prospective employers, resource persons, and other relevant organizations. Keeps abreast of developments in the local labour market and trends in the employment/career counselling area.

#### Client Service:

- Arranges placement of participants in job shadowing or work experience opportunities that improve their chances for securing jobs commensurate with their identified skills and experience.

## IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

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- Works with program staff, as appropriate, to identify and pre-screen suitable candidates for job postings, and conducts the necessary screening interviews and appropriate tests to facilitate quality job matches and referrals.
- Conducts matches between the skills sets required by employers and the skills sets identified by the clients.
- Prepares and coaches participants for job and/or work experience placement interviews with employers.
- Provides ongoing coaching and support to clients. Consults with the relevant staff or the Manager regarding any unresolved issues and problems.

**Administrative Functions:**

- Updates client's information and employment activities in the client information system.
- Maintains necessary records and prepares accurate and timely narrative/statistical data for program reporting purposes.
- Perform administrative functions to support marketing activities, such as preparing correspondence, reports and records.
- Creates jobs postings and pre-screening interview forms.
- Participates in creating marketing strategies and activities with the marketing team such as planning and participating in outreach and recruitment activities, e.g., hiring events and career information workshops.
- Performs other related duties as assigned.

**What you Bring:**

Post-secondary degree in Human Resources, Business Management, Sociology or equivalent combination of education, training, and experience acceptable to the employer. Job Developer certificate is an asset to the position. Secondary language is an asset.

**What Makes You a Change Maker:**

- Ability to communicate effectively in both written and oral English at all levels of the organization.
- Demonstrated ability to deal effectively and courteously with clientele, staff and the public who come from diverse cultural and linguistic backgrounds.
- Demonstrated ability to liaise and develop relationships with employers.
- Knowledge of local labour market trends and issues, especially those related to immigrants and/or clients with multi-barriers.
- Knowledgeable of the job search process.
- Demonstrated cross-cultural counselling abilities and the ability to work effectively with clients with multi-barriers.
- Proven skill set in the facilitation or workshops and small groups.
- Proficiency in MS Office applications, software, and databases.
- Ability to obtain and maintain a clear BC Criminal Record Check.
- Ability to operate related equipment.
- Physical ability to carry out the duties of the position.

**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.**

**ISSofBC Value Proposition**

- Expected Hiring Salary: \$25.50 – \$27.06 per hour. Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually
- 105 hours of vacation and 35 hours personal leave
- 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)
- Values-based organization with collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and innovative workplace with opportunity for new approaches

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

Applications must include "2023-JobQuest-11" in the subject line and can be sent to: [jobs@issbc.org](mailto:jobs@issbc.org)

*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: by 4pm Thursday September 14, 2023**