

Employer Relations Specialist
(Posted: December 14, 2023 – Open until Filled)

Job ID #: 2023-SkillsHub-06
Position: **Employer Relations Specialist, Skills Hub Program (Two vacancies)**
Employment program – Surrey, Coquitlam, Vancouver
Full-time (hybrid) position at 35 hours per week starting as soon as possible until March 31, 2026.

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:

Skills Hub is a cohort-based employment program at ISSofBC that supports recent immigrants who face various barriers to achieve skills training and labor market attachment. This program has a hybrid delivery design (online and in person) to meet client needs. Supports are focused on Skills Training, Employment Readiness, Employment Placements, and Personal Supports.

Employer Relations Specialist (ERS) focuses on serving multi-barriered clients who require assistance in finding meaningful and sustainable 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 employer 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.

How You'll Make a Difference

Job Development:

- Develops and maintains a network of resources and employers to ensure the 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 work experience opportunities that improve their chances for securing jobs commensurate with their identified skills and experience. (Includes opportunities for wage subsidy, practicums, paid internships).
- 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.
- Supports clients with review of suitable targeted job applications, ensuring application packages align with employer requirements.
- Facilitate opportunities for networking and connections to mentors.
- Create opportunities for job shadowing, site visits to support clients in gaining exposure to new work environments.
- Provides post-job placement support with clients and employers to ensure success.
- Provides ongoing coaching and support to clients in alignment with goals. 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, job fairs, 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

- Strong communicator: Ability to communicate effectively in both written and oral English.
- Demonstrated cross-cultural counselling abilities and the ability to work effectively with clients with multi-barriers.
- A natural connector with an exceptional ability to interact authentically with people from diverse cultural, linguistic, and/or socio-economic backgrounds and experiences
- 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 and best practices to gain and maintain employment.
- Proven skill set in the facilitation of 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 Value Proposition

- Role Salary Range: \$ 24.62 - \$ 34.50 per hour
- Expected Starting Range: \$ 24.62 - \$27.09 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
- 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-SkillsHub-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.

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