



**Service Assistant, Ignite and Spark Program
(Posted: February 14, 2024 – February 27, 2024)**

Job ID #: 24010-Ignite

Position: Service Assistant, Ignite and Spark Program
ISSofBC Welcome Centre – Surrey
Regular full-time position at 35 hours per week starting as soon as possible until March 31, 2025

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 IGNITE AND SPARK PROGRAM

The **IGNITE and SPARK program** supports immigrants and refugees to navigate local entrepreneurship and design, develop and launch their own business start-up.

In IGNITE and SPARK, we believe that our clients deserve a proactive partner who helps them succeed. We bring empathy, are forward-thinking, and we're constantly iterating our tools and processes to deliver a proactive client experience in a fast-changing environment.

As a Service Assistant for **IGNITE and SPARK**, you will be the first point of contact for our clients, stakeholders, and partners. You will provide reception and administrative support functions for the program, including maintaining records and files and entering data into the program database. Provide word processing for the program including general correspondence. Assist in the areas of program marketing, mentor matching, client follow-up, database maintenance, record-keeping, and event/workshop preparation.

How You'll Make a Difference

- Perform reception and clerical duties including word processing, filing, copying, processing mail, collating documents, and receiving visitors
- Enter client service record information into a centralized database. Maintain and update database of client information as well as entrepreneur assistance programs, and current and potential Resource Team members available the Lower Mainland.
- Prepare and update program information and marketing materials, utilizing desktop publishing and production. Prepare template contracts to for individuals hired to translate marketing materials as required, for distribution to target ethnic populations, media etc.
- Prepare mailing lists, create, and disseminate surveys to clients and organizes and schedules focus groups.
- Assist in coordinating and scheduling meetings; preparing logistics setting-up information sessions, workshops, and marketing activities; and, when directed, may provide client follow-up assistance

- Prepare purchase orders and cheque requisitions for signature by the Program Manager ensuring that all supporting documentation is provided. Process signed documentation to Finance in a timely manner and according to established procedures. Administer travel vouchers/bus tickets and keeps basic financial records
- Contact internal/external case managers, ISSofBC staff, service providers, community organizations, Resource Team members, training providers, and financial institutions to obtain or provide information, building positive working relationships in the process
- 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
- Enthusiasm for a dynamic environment that has intricate processes, diverse teams, and an evolving post-COVID landscape for small business owners and entrepreneurs

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

- Expected Hiring Range: \$21.30 - \$23.44 *Dependent on education, training, experience, and internal equity
- Role Salary Range: \$21.03- \$29.86 per hour **Wage grids are reviewed annually.
- Accrued vacation and other paid leave benefits
- 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)
- 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

Applications must include "**24010-Ignite**" in the subject line and can be sent to: 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: February 27, 2024

If You are Passionate about Making a Difference Apply Now!