



**Service Assistant, Settlement Program
(Posted: August 29th, 2024 – September 12th, 2024)**

Job Competition #: 24085-Settlement

Position: Service Assistant – Second language is an asset
Settlement Services – Maple Ridge
Temporary Full-Time position at 28 hours per week
Tuesday to Friday – Days off: Saturday-Monday
Starting As soon as possible until March 31st, 2025

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:

Reporting to the Settlement Manager, assists the Settlement, LINC & Employment teams in implementing routine administrative procedures and tasks to ensure smooth day-to-day operations. Maintains client files and schedules and ensures completeness and accuracy of electronic files. Does clerical work such as data entry, filing, scanning, copying, handling fax, running data queries, and other administrative support and reception at a designated ISSofBC Immigrant Services Centre.

Reporting to: Manager – Settlement

How You Will Make a Difference:

- Performs reception and clerical duties related to the Immigrant Services Centre including word processing, filing, copying, faxing, processing mail, collating documents, and receiving visitors. Responds to and transfers phone calls as required.
- Provides information to clients and internal contacts regarding available services. If clients are requesting services which are not provided at the Immigrant Services Centre, refers individuals to appropriate external agencies.
- Prepares and updates service information and resources. Distributes and posts information in designated areas and via approved email lists.
- Prepares purchase orders and cheque requisitions for signature by the Manager ensuring that all supporting documentation is provided. Process signed documentation to Finance in a timely manner and according to established procedures.
- Responds to reports of technical problems related to photo-copiers, fax machines, printers and computers. If unable to resolve the issue refers matter to Manager or appropriate department.
- Coordinates meetings including notification/confirmation, facility booking, audio-visual equipment and catering.

Head office: 2610 Victoria Drive Vancouver, BC V5N 4L2

T: 604-684-2561

www.issbc.org

ISSofBC's offices are situated on the unceded and ancestral territories of the xʷməθkʷəy̓əm (Musqueam), Sk̓wxw̓7mesh (Squamish), Səl̓ilwətaʔ/Selilwitulh (Tsleil-Waututh), Qw'oc:nt'ən (Kwantlen), q̓ icəy (Katzie), kwikwəʔəm (Kwikwetlem), Qiq̓ĕyt (Qayqayt), ʔenascəwaʔ təməxʷ (Tsawwassen), Lheidli T'enneh, Qat'muk (Ktunaxa) and sngaytskstx tum-ula7xw (Sinixt) Nations.

- Generates program specific and other reports at the request of the Manager.
- Performs other 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. **Second language is considered an asset.**

What Makes You a Change Maker:

- Ability to communicate effectively in both written and oral English.
- Demonstrated ability to deal effectively and courteously with clientele, staff and the public who are from differing cultural and linguistic backgrounds.
- Demonstrated proficiency in all aspects of Microsoft Office software and experienced in entering information into databases.
- Demonstrated ability to manage time and resources effectively.
- Ability to set and maintain boundaries with clients and manage self-care.
- Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Ability to carry out the duties of the position.

ISSofBC Value Proposition

- Expected Hiring Salary: **\$21.30 – \$23.44** per hour. Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually.
- Extended health and dental benefits
- Accrued vacation and other paid leave benefits based on eligibility.
- 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.

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.

Applications must include "**24085-Settlement**" 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. Immigrant Services Society of British Columbia is committed to attracting and sustaining a diverse and inclusive workforce. Applicants must be eligible to work in Canada. Satisfactory completion of a Criminal Records Check is a condition of employment. Only those candidates considered for an interview will be contacted.

Closing Date: September 12th, 2024.

If You are Passionate about Making a Difference Apply Now!