



**Job ID #:** 25016-WorkBC  
**Position:** Client Resources Centre Advisor  
**Location:** WorkBC City Centre  
Regular full-time position at 35 hours per week starting **as soon as possible until March 31, 2027.**  
**Second language considered an asset.**  
**Posting Date:** February 25, 2025  
**Closing Date:** March 12, 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.

#### **Summary:**

Reporting to the WorkBC Senior Manager and Service Delivery Manager – WorkBC City Centre, the Employment Resources Centre Advisor is the primary point of contact for customers visiting and contacting Open Door Group centers. This role focuses on delivering an exceptional customer experience to a diverse clientele by providing a warm welcome, effectively navigating clients to appropriate services, responding to inquiries, supporting service applications, and orienting clients to the center's resources.

The Employment Resources Centre Advisor also plays a critical role in supporting the center's operations by performing administrative tasks such as data entry, maintaining resource centre information, scheduling appointments, answering, and directing incoming calls. This role may also provide support by covering the duties of the Administrative Assistant if operationally required.

#### **How You'll Make a Difference:**

- Welcomes and registers customers upon arrival at the center, accurately recording sign-in and sign-out times to comply with occupational health and safety standards and gather site utilization data.
- Answers general inquiries by telephone, email, and in person from various stakeholders including clients, referral sources, funders and staff and provides direction and/or information about service policies and applications.
- Escalates complex client inquiries or issues to relevant staff.
- Supports client intake/enrollment in services by performing duties such as confirming service eligibility and adherence to participation policies, completing documentation for admission, and liaising with information sources to obtain additional client information. Provides site orientations and schedules and confirms clients for services. Establishes and maintains waiting lists.
- Performs word processing and data entry duties such as inputting client information, processing enrollment data, maintaining the relevant database and files, updating, and maintaining centre resources, preparing reports, emails, letters, and presentation materials.
- Maintains the resource room by keeping the job board and resource guide current, ensuring an organized and welcoming environment and maintaining adequate client supplies.
- Collects and records documented proof of employment achievements and milestones from clients, such as pay stubs, email confirmation.
- Provides technical support to clients utilizing center resources, including equipment operation, online job board

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

T: 604-684-2561

[www.issbc.org](http://www.issbc.org)

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ISSofBC's offices are situated on the unceded and ancestral territories of the xʷməθkʷəy̓əm (Musqueam), Sk̓wx̓w'7mesh (Squamish), Səl̓ilwətaʔ/Səl̓ilw̓it̓ulh (Tsleil-Waututh), Qw'ó:nt̓'an (Kwantlen), q̓ icəy (Katzie), kw̓ikwəʔəm (Kwikwetlem), Qiq̓ĕyt (Qayqayt), ʔenascəwəʔ t̓əməxʷ (Tsawwassen), Lheidli T'enneh, Qat'muk (Ktunaxa) and sngaytskstx tum-ula7xw (Sinixt) Nations.

navigation, independent online career tools, and document formatting.

- Performs meeting and appointment scheduling, including reminders and room bookings. Accurately transcribes and distributes meeting notes and minutes when required.
- Administers, documents, and reconciles eligible financial support to clients as directed.
- Gathers and compiles information as required such as client information and statistics.
- Performs record management duties such as setting up and maintaining materials to be filed, conducting file searches for requested information, processing case transfers, and confirming application and case file set up in data systems.
- Tracks office supply inventory, places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and/or provide general information.
- Receives, records, sorts, and distributes incoming and outgoing mail, faxes, internal correspondence, and courier documents. Signs for receipts of packages and shipments.
- Operates office equipment such as photocopiers, shredders, and fax machines, and carries out minor maintenance, such as loading paper, removing paper jams, cleaning glass, and changing toner cartridges. Refers further maintenance required to the relevant person.
- Contacts designated authority or supervisor and informs of building maintenance and repair requirements.
- Receives, records, checks, and balances cash transactions, including receiving payments, issuing receipts, and maintaining a petty cash amount.
- Achieves monthly and annual goals and objectives and maintains acceptable standards of service quality.
- Performs various administrative functions to support the Administrative Assistant role, as operationally required
- Performs other duties as assigned.

**What You Bring:**

Grade 12 education, Office Administration Certificate. Non-Violent Crisis Intervention Training (can be acquired after hire).

Recent, related experience of one year OR an equivalent combination of education, training, and experience; OR other qualifications determined to be reasonable and relevant to the level of work. **Must pass a criminal background check. Second language considered an asset.**

**What Makes You a Change Maker:**

- Communication and Interpersonal Skills
  - o Ability to communicate effectively, both verbally and in writing.
  - o Ability to foster positive relationships with individuals from diverse backgrounds, resolve conflicts diplomatically, and maintain composure under pressure.
  - o Ability to work independently and in cooperation with others.
- Organizational and Time Management Skills
  - o Ability to meet deadlines, manage varied tasks, and work under pressure while maintaining quality, client-centered service.
  - o Ability to organize and prioritize tasks.
- Technical Skills
  - o Proficient in using standard computer hardware and software applications, including Microsoft Office Suite (Word, Excel, Outlook, PPT), Adobe Acrobat Pro, internet navigation, email communication, and formatting documents.
  - o Strong typing skills (60wpm).
- General Skills
  - o Physical ability to carry out the duties of the position.
  - o Proficiency in operating standard office equipment.
  - o Ability to take initiative, problem solve and adapt to change

**ISSofBC Value Proposition**

- Expected Hiring Range: **\$22.90 - \$25.20** \*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 upon joining.
- 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.

**We acknowledge Indigenous Peoples on whose territories we are privileged to work, welcome and support newcomers, including immigrants, refugees and students. We honour the Nations who have always cared for these lands, waters, and air. In line with ISSofBC's commitment to equity, we promote inclusive employment opportunities for women, Indigenous Peoples, people with disabilities, persons of diverse sexual orientations, gender identities or expressions (2SLGBTQI+), and racialized individuals. Guided by our values of Purpose, Improvement, Belonging, and being Genuine, we strive to create a collaborative environment where diverse perspectives and unique strengths are celebrated.**

Applications must include "**25016-WorkBC**" in the subject line and can be sent to: [jobs@issbc.org](mailto: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: **March 12, 2025**.

*If You are Passionate about Making a Difference, Apply Now!*