



**Job ID #:** 25069-Settlement  
**Position:** Service Assistant  
**Program:** Settlement  
**Location:** New Westminster/Tri-Cities  
Temporary in-person position at **21 hours** per week starting **September 15, 2025** until **March 31, 2026. Knowledge of a second language considered an asset.**  
**Posting Date:** August 12, 2025  
**Closing Date:** August 19, 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:**

Perform reception and administrative support functions for Settlement or Case Management Programs including but not limited to screening, registering, and making appointments for clients, assisting with program marketing, payment requisitions, inventory management of hard assets, data base maintenance, and event/workshop preparation.

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

- Perform reception and clerical duties related to the Settlement and Case Management Programs. Ensure administrative tasks of the program are met and provide reception coverage as and when needed at other locations.
- As the first point of contact, pre-screen clients coming from various channels (program email, walk-ins, MS forms or referrals through database); check eligibility and refer to appropriate staff.
- Provide information to clients and internal contacts regarding available services. If clients are requesting services which are not provided at ISSofBC, refers individuals to appropriate external agencies and maintains up-to-date knowledge on programs and community services.
- Prepare monthly events' calendar, publish on ISSofBC website, on e-newsletter shared with clients, and promote with partners like NEWtoBC, libraries etc.
- Prepare purchase orders and payment requisitions for Manager's approval, ensuring that all supporting documentation is provided. Submit to Finance in a timely manner and according to established procedures.
- Handle purchase, distribution and tracking the transit tickets offered by Settlement or Case Management Program staff to clients. Arrange interpretation sessions and childminding sessions with contracted registered businesses, as and when required by the team.
- Respond to reports of technical problems related to office equipment. If unable to resolve the issue refers matter to Manager or appropriate department.
- Coordinate meetings including notification/confirmation, facility booking, audio-visual equipment and catering. Provide administrative support to program's events and workshops
- Perform other related duties as required.

**What You Bring:**

Grade 12 education. Certification or diploma in office administration from a training institution recognized by the employer supplemented by one (1) year experience in general office clerical work OR an equivalent combination of education, training and experience. **Knowledge of a second language considered an asset.**

**What Makes You a Change Maker:**

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and other relevant software.
- Demonstrated ability to communicate effectively in both written and oral English.
- Demonstrated cultural competency and commitment to working effectively with diverse populations.
- Possession of and the ability to maintain a clear provincial Criminal Record Check.

**ISSofBC Value Proposition**

- Expected Hiring Range: **\$22.86 - \$23.44** \*Dependent on education, training, experience, and internal equity. \*Wage grids are reviewed annually. Wage grids are reviewed annually. We are a proud and certified Living Wage BC Employer. Our current total compensation package continues to meet the requirements of living wages in BC to support our employees.
- 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%.
- Extended health and dental benefits upon joining.
- 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 **"25069-Settlement"** 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 <25069-Settlement>"** 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: **August 19, 2025.**

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

