



Internal / External
Client Services Workers, WorkBC Programs



MOSAIC is recruiting three Client Services Workers for multiple WorkBC Centre locations.

POSITION: Client Service Worker

DEPARTMENT: Employment and Language Programs

POSITION FUNCTION:

Under the direct supervision of the Manager, the Client Service Worker is responsible for reception duties, intake/triage of clients and the effective and timely delivery of data entry, reports and other office administrative and clerical duties.

QUALIFICATIONS:

- A post-secondary certificate, degree or diploma in a relevant field (i.e.) Business Administration; or demonstrated experience in providing customer service and resolving issues both in person and in a virtual service delivery environment, and working with individuals with complex barriers and a broad range of cultural backgrounds
- A second language is required; preferred languages for these locations are Punjabi, Mandarin or Korean
- Providing information via the telephone with a pleasant manner
- Managing a fast-paced reception area and ability to work in a busy environment with public contact
- Providing administrative/clerical support with typing speed of 50wpm or more
- Using standard office equipment and databases and ability to trouble-shoot
- Providing initial client assessment and intake in a WorkBC Centre
- A desire to assist others in finding the help they need
- Strong interpersonal, cross-cultural communication, and customer service skills especially with diverse populations
- Possesses patience, tact, and flexibility. Ability to quickly assess and refer clients appropriately
- Familiarity with job search tools and familiarity with employment-related issues; knowledge of job search techniques; experience in group facilitation, counselling and marketing
- Knowledge and experience using databases such as ICM and OCMS
- Highly organized and able to work and stay calm under tight timeline pressure environment
- Excellent knowledge of programs, services and resources in the community and those provided by MOSAIC
- Criminal Record Check Required

HOURS: 35 hours per week

SALARY RANGE: \$38,636 to \$43,486 per annum, commensurate with level of experience and qualification

A competitive benefits package is provided with contracts of at least 1 year in length which offer a minimum of 17.5 hours of work per week.

RESUMES TO: Hiring Team - MOSAIC Employment Programs
5575 Boundary Road
Vancouver, BC V5R 2P9
E-mail: employmentprograms@mosaicbc.org

Please reference **“Your Name – Client Service Worker WorkBC Programs”** in the subject line of your application and submit via email (Word / PDF format). No telephone calls please.

DEADLINE: Ongoing until a suitable candidate is hired

NOTE: Only applicants selected for an interview will be contacted

POSTING DATE: December 21, 2018

MOSAIC is committed to promoting equal employment opportunities for all members of the community