



Internal/External Program Assistant/Receptionist



POSITION: Program Assistant/Receptionist (Maternity Leave Contract)

DEPARTMENT: Family and Settlement Services

POSITION FUNCTION:

Under the direction of the Program Manager and/or Senior Manager, the Program Assistant/Receptionist supports the Family Centre programs and staff by providing effective, timely delivery of secretarial and clerical support. The Program Assistant/Receptionist is assists in the collection and monitoring of qualitative data required for program reports and statistics. The Program Assistant/Receptionist is instrumental in creating a welcoming, environment and reaches out to support refugee families, who are in the process of integrating into the local community. The Program Assistant/Receptionist works in cooperation with program staff and community partners to keep the Family Centre programming accessible comfortable to eligible clients. He/she demonstrates a strong understanding towards cultural sensitivity and settlement challenges.

MINIMUM QUALIFICATIONS:

- 1-2 years in dealing with reception, secretarial and office procedures. Reception experience is essential – pleasant, tactful telephone manner and excellent customer service skills.
- At least one year of working experience in a client-oriented position, or related field, assisting immigrants and refugees
- Excellent knowledge of office procedures, equipment and software applications (word processing, spreadsheet, database and desktop publishing)
- Knowledge of and experience with issues facing refugees; some knowledge and understanding of early child development issues and relevant community resources
- Demonstrated ability to complete assigned tasks and to contribute effectively as a team player
- High School completion and a suitable combination of courses in Office Systems/Technology and Computer Studies
- Strong interpersonal skills for dealing effectively with a diverse public which includes a multicultural clientele and staff of other community agencies
- Highly organized, versatile, flexible and innovative, able to work independently

DESIRABLE SKILLS/EXPERIENCE:

- Office Systems/Technology Certificate
- Experience working with individuals from diverse cultural backgrounds.
- Fluency in a second language
- Good organization and planning skills

OTHER REQUIREMENTS:

- Current and satisfactory Criminal Record Check



HOURS: Monday-Friday, 35 hrs per week

RANGE PAY: \$15.91 - \$17.91/Hour, will commensurate with experience

TERM: Maternity leave contract till January 13, 2020.

RESUMES TO: MOSAIC
ATTN: **Sara Cameron**, Senior Manager, at scameron@mosaicbc.org

Please reference “FC Program Assistant/ Receptionist” in the subject line of your application (résumé and cover letter via email). No telephone calls please. Only those selected for an interview will be contacted.

DEADLINE: **January 20, 2018**

Posting Date: January 8, 2019

NOTE: Only those selected for an interview will be contacted.

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