



Internal/External Program Support Worker



POSITION: Program Support Worker– Part Time

DEPARTMENT: MOSAIC English Language Programs- MOSAIC English Language Institute
Brentwood Location 101-1899 Willingdon Ave

POSITION FUNCTION:

Creates a welcoming atmosphere for clients at front desk, answers questions and promotes programming, registers and schedules clients. Assesses placement tests and enrolls clients in eligible classes, maintains client files and electronic records. Processes in-person client payments and monitors online payments to ensure accuracy. Submits monthly and quarterly reports that track department revenues. Designs and updates both online and printed promotional materials. Refers clients to relevant MOSAIC and community programs. Provides general administrative support to the managers of MOSAIC Works.

QUALIFICATIONS:

- Office Management/Business Administration diploma or certificates and/or appropriate combination of experience and training.
- Excellent computer skills in word processing, spreadsheets, database management and desktop publishing.
- Good verbal and written communication skills, effective organizational abilities, sound judgement and initiative, able to multitask.
- Experience in utilizing innovative ways to engage potential clients with strong interpersonal and customer service skills, especially with diverse populations
- Sensitivity to and understanding of the needs of immigrants.
- Ability to work independently and as part of a team.
- Attitudes and values in keeping with the goals and philosophies of MOSAIC.
- 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
- A second language is an asset; preferred languages are Mandarin, Farsi, Korean, Spanish or Portuguese.



HOURS: Evening Position: 13.5 Hours/week

STARTING PAY: \$ 17.90/Hour starting salary

RESUMES TO: Hiring Team
Email: mlevan@mosaicbc.org
Please reference “**Your Name – PSW Part Time**” in the subject line of your application and submit via email (Word / PDF format).

DEADLINE: Ongoing, until suitable applicant is found

NOTE: Only those selected for an interview will be contacted. No telephone calls please.

Posting Date: February 27th 2019

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

