



Internal / External
Client Services Worker, WorkBC Programs
South Surrey – White Rock Location



MOSAIC is seeking an attentive, positive individual to fill the position of Client Services Worker for its South Surrey – White Rock WorkBC Centre location.

POSITION: **Client Service Worker (Receptionist)**

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 preferred; preferred languages for these locations are Mandarin and/or Cantonese
 - 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 50 wpm 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: Full time (35 hours per week)

STARTING SALARY: \$38,639 to \$43,480 annually, based on experience and qualifications

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. Only applicants selected for an interview will be contacted.

DEADLINE: Friday, May 17th, 2019 by 4:00 pm

POSTING DATE: May 7, 2019

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