



Internal/External Job Posting

Client Service Worker/ Program Assistant

WorkBC Programs

South Surrey – White Rock location

POSITION: Client Service Worker/Program Assistant

DEPARTMENT: Employment, Language, & Social Enterprise

POSITION FUNCTION:

Under the direction of the Catchment Manager, the **Client Service Worker/ Program Assistant** provides administrative and clerical support to the staff and clients of Employment Programs. This position also covers reception and is responsible for client intake and timely and effective upkeep of data entry, reports, and other office related 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
- Experience in providing customer service and completing routine
- Strong interpersonal, cross-cultural communication, and customer service skills
- Ability to assist with financial reporting and statistics as required
- Experience working with individuals with complex barriers and a broad range of cultural backgrounds
- 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 and resume updating
- Experience using a computer, software applications (word processing and spreadsheets), and other standard office equipment; typing speed of at least 40wpm
- Highly organized and able to meet deadlines
- Ability to work and collaborate in a team setting
- Criminal Record Check required

BONUS SKILLS/CERTIFICATIONS:

- Career Development Practitioner certification
- Knowledge and experience using data bases such as Integrated Case Management (ICM) and Online Employment Services (OES)
- Ability to speak a second language

HOURS: Full-time (35 hours per week)
6-month or less

STARTING PAY: Annual salary commensurate with the level of experience and qualifications

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

HOW TO APPLY:

Please apply via email. In the subject line of your email (Word/ PDF format), please type:

“Your Name–Client Service Worker/Program Assistant, South Surrey-White Rock location”

Address your cover letter to:
Hiring Team-MOSAIC Employment Services
5575 Boundary Road
Vancouver, BC V5R 2P9

Email both the cover letter and resume to: employmentprograms@mosaicbc.org

DEADLINE: Ongoing

NOTES: Only those selected for an interview will be contacted. Before applying, you must be legally permitted to work in Canada through citizenship or permanent resident status. If you have a work permit, please ensure that it allows you to work for the duration of this position.

POSTING DATE: September 12, 2022



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