

Position Title: Full Time LINC Program Support Worker (35 hours/week) with some evening hours
Department: (MOSAIC/NSMS English Language Centre
Program: Language Instruction for Newcomers to Canada and Fee for Service ESL
Reports to: Administrative Supervisor, English Language Centre

SUMMARY

Under the general supervision of the Administrative Supervisor, the Program Support Worker is responsible for the registration and placement of students in the LINC program, and provides support in records management and general office support.

DUTIES

MOSAIC-NSMS

- Become familiar with the LINC Operations Policy Manual, the ICARE computer database, and MOSAIC and North Shore Multicultural Society policies and procedures.

Student Intake

- Provide information and make referrals for telephone, email and walk-in inquiries to suitable MOSAIC/North Shore Multicultural Society programs and services.
- Register students, place them in classes or on waitlist using ICARE /ACCESS
- Establish and maintain all student files.
- Maintain files of students requiring childcare, entering children's data into ICARE and providing information to the service provider.
- Keep attendance records, conduct follow-up with students with attendance issues; calculate attendance hours, enter information into ICARE.
- Monitor student information and communicate with teaching staff on a regular basis.
- Maintain regular contact with referral offices and update class availability information on ICARE, in accordance with the LINC Operations Policy Manual. Maintain the ICARE database and provide reports, as appropriate.
- Compile registration/waitlist updates and ensure reports and compliance reports are forwarded on a timely basis to the Manager.

Administration – General

- Provide administrative support by opening and processing mail, faxing, filing and word processing documents for the Manager and other staff, as needed.
- Assist fee for service ESL coordinator with fee for service ESL registration.
- Provide teaching equipment support to instructors e.g. smartboard, audio-visual equipment

Communications/Reports

- Coordinate with other intake clerks to ensure consistent, efficient office management.
- Coordinate with MOSAIC staff to ensure consistent school administration.

Other

- Attend and take an active role in department and staff meetings
- Ensure office is open in the evenings and secure all doors before leaving
- Performs other duties, as assigned by the Manager or Executive Director.

QUALIFICATIONS

Education

- High school completion is required. Post-secondary education and Office Technology Certificate or the equivalent in experience would be an asset.

Skills/Personal Suitability

- Excellent communication and interpersonal skills
- Excellent PC and software application skills (word processing, Excel and Access).
- Highly organized, attention to detail.
- Ability to remain calm and diplomatic during periods of high demand.

Experience

- 1-2 years office experience and customer service.
- Organizing and maintaining office procedures.

Desirable Skills/Experience

- Experience working with individuals from diverse cultural backgrounds.
- Previous LINC experience helpful.
- Good conflict resolution skills.
- Second language (Farsi) an asset.

Salary

- \$18.52 – 19.09 hour (dependent on experience). Contract position to March 31, 2018, renewal pending funding.

Respond by November 3, 2017 LINC Hiring Committee
North Shore Language Centre
MOSAIC/North Shore Multicultural Society
205 -123 East 15th St, North Vancouver, BC V7L 2P7
Email: hr@nsms.ca

North Shore Multicultural Society is an equal opportunity employer.
Thank you for your interest, only short listed applicants will be contacted.