

Position Title:	Office Administrator / Assistant (WorkBC)
Department:	Settlement & Employment
Reports to:	Employment Lead
Contract Dates:	April 1 st , 2019 - March 31 st , 2020 (Contract renewal subject to funding)

Join our Team

The North Shore Multicultural Society (NSMS) has provided services to the North Shore community for over 28 years. We are a mid-sized not for profit organization with 70+ staff and play a leading role to support immigrants to thrive economically and socially on the North Shore. With values of diversity, excellence, and respect, NSMS is not only an effective immigrant services provider but also an exciting and welcoming place to work.

Summary

This role is key to providing a welcoming and efficient WorkBC resource centre. The Office Administrator/Assistant acts as the first point of contact at the WorkBC resource centre for Clients, employers and the general public. In this role the Office Administrator/Assistant ensures that clients are directed through to the correct stream for WorkBC services. In addition, this role will support the administration of the WorkBC satellite with tasks such as data entry, program scheduling and data collection.

Key Responsibilities

- Perform reception duties, including regular contact with potential Clients - on the phone and in person – providing information on programs and referrals to other agencies and community resources, how to receive services
- Office support to staff team and Clients such as booking appointments, rescheduling appointments, data entry, photocopying, preparation of minutes, answering phone inquiries and correspondence
- Provide initial intake process to new Clients, which may require assisting clients with registration on the Online Employment Services (OES) system
- Stay current with all labour market trends, employment issues, community resources, job training, and employment opportunities
- Adhere to onsite Health and Safety Procedures
- Support the staff team with ICM updates and data entry
- Other related administration duties as requested

Key Attributes

- Highly organized, tactful and flexible.
- Second language is an asset.

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement NSMS's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of the North Shore Multicultural Society.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards.

Minimum Qualifications

- Relevant education or an equivalent work experience and recognized certification
- Great organizational skills and excellent computer/database administrative skills
- Experience organizing and maintaining office procedures
- Excellent client and customer service skills
- Excellent written and verbal skills
- Proven ability to manage shifting priorities
- Experience working with individuals from diverse cultural backgrounds.
- Strong communication and interpersonal skills are required to build effective relationships internally and externally
- Proven ability to develop and manage office procedures and systems
- Second language(s) are an asset
- Must be available during typical business hours (Monday – Friday)
- Experience working within government contracts is an asset



Job Posting

Additional Information

Hours: 35 hours / week

Salary Range: \$19.00 – 22.00 per hour dependent on experience

Posted until filled.

Please send resume and cover letter to:

Hiring Committee

North Shore Multicultural Society

#207-123 East 15th Street,

North Vancouver, B.C. V7L 2P7

Email: hr@nsms.ca

Reference: Office Administrator/ Assistant WorkBC in Subject Line

North Shore Multicultural Society is an Equal Opportunity Employer. Only short-listed applicants will be contacted. No phone calls please.