Employment Opportunity

Position Title: WorkBC Administrative Support 2 – ICM Admin Coordinator	**Position Number:** 2019-39
Department: Employment Services, WorkBC Program **Location:** Sidney, BC	**Days/Hours of Work:** Monday-Friday, 8:30am-5:00pm, 37.5 hours per week
Remuneration: BCGEU Stand Alone Grid	**Posting Period:** April 25 – May 2, 2019
Start Date: As soon as possible	**Status:** Regular, Full-Time **Union:** Exempt

JOB SUMMARY:

We are an award-winning and Accredited not-for-profit that helps people and improves lives through a range of programs and services, including providing training and supports to help job seekers improve employment readiness and find and keep work. We offer a competitive salary, comprehensive benefits package and a rewarding, stimulating work environment.

The WorkBC ICM Administrative Coordinator is responsible for supporting the WorkBC Contract Manager and WorkBC team with ICM Data Entry Coordination. The Admin 2 ICM Administrative Coordinator works in accordance with the mission, vision and values of Beacon Community Services.

DUTIES AND RESPONSIBILITIES:

- Support new employees in learning the administrative components of ICM
- ICM Data Entry & Case Review
- Follow up on ICM Data Quality Admin errors
- Investigate and assist team to complete missing items in ICM cases
- Trouble-shooting of billing errors & ICM issues
- Work with Admin level 1 – Data Entry to assist with billing issues
- Support Client Advisors on an as-required basis
- Support Data Entry Coordinators on an as-required basis
- ICM Job Aids & Process Maps
- Assist the team in reviewing existing Beacon & Ministry ICM job aids & process maps for missing information and create new ones under direction of WorkBC manager on an as-needed basis
- Coordinate Client Training Payments & reconcile these payments monthly to GL report
- Monthly Invoices, Late Billings & Other reports
- Investigate and correct issues on monthly Invoice Observations Report, Late Billings Report and other ad-hoc reports
- Report back to Manager and Director when issues are dealt with.
- Back-up support for Administrative Support 1 - Reception & Administrative Support 1 - ICM Data Entry
- Other duties as required

QUALIFICATIONS/REQUIREMENTS:

- Intermediate skills in Integrated Case Management (ICM)
- Strong knowledge and understanding of EPBC/WorkBC Extranet
- Completion of recognized post-secondary administration courses and 3 years' experience working in similar or related position
- Intermediate computer skills in using internet, Microsoft Office (Excel, Outlook, Word & PowerPoint), Windows Operating System, database systems and electronic file management
- WHIMIS (may be completed upon hiring)
- Clear criminal record check (Police and Solicitor General)

KNOWLEDGE/SKILLS:

- Ability to analyze large sets of data and problem-solve
- Strong understanding of accounts payables/receivables and general accounting terms
- Ability to work independently as well as part of a team
- Ability to use sound judgement while working under demanding conditions and circumstances
- Ability to adhere to best practices when working with marginalized populations
- Clear verbal and written communication skills including well developed listening skills
- Excellent interpersonal skills
- An ability to respect others and treat them with dignity
- Positive and professional attitude

WE LIVE SAFETY!
The safety of our clients, staff and volunteers is a priority of Beacon Community Services. We promote healthy and safe working conditions in all of our operations. We are committed to continuously improving safety and *it is essential to this position*. We further support safety through the active participation and co-operation of management, supervisors, workers and joint occupational health and safety committees.

APPLICATIONS:

All interested applicants can **Apply Now!** quoting the position vacancy number 2019-39. Please note only those applicants who are selected to continue in the recruitment process will be contacted.