



Employment Opportunity

Position Title: Administrative Support 1 – WorkBC ICM Data Entry & Reception	Position Number: 2019-103
Department: Employment Services Location: 9860 Third St, Sidney, BC or Salt Spring Island	Days/Hours of Work: Monday – Thursday 8:30am – 5:00pm; 30 hours per week (Days/Hours of work subject to change)
Remuneration: \$18.52 - \$19.64 per hour, plus benefits package	Posting Period: October 17 - 24, 2019
Start Date: As soon as possible	Status: Regular, Part-time Union: BCGEU Stand Alone

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. We offer a competitive salary, comprehensive benefits package and a rewarding, stimulating work environment.

Reporting to the WorkBC ESC Manager, the Administrative Support 1 - Receptionist joins a multi-faceted team working in accordance with the mission, vision and values of Beacon Community Services that make a difference in people's lives every day. The Administrative Support 1 - Receptionist assists the EPBC/WorkBC team with reception, and data entry into the Integrated Case Management (ICM) system.

ADMINISTRATIVE SUPPORT 1 - ICM Data Entry

ICM Data Entry Specific Function:

The data entry clerk is responsible for updating, retrieving, and maintaining information on the ICM. Providing policy and ICM support to other team members as needed.

ICM DATA ENTRY DUTIES AND RESPONSIBILITIES:

- Participate in ICM training as required
- Basic Data Entry (ERIQ's and Initial Set-up of Client Cases)
- Process Billing including revisions and invoices
- Employment Data Entry including follow up calls to clients and billing
- Complete case closures including hard copy of file
- Record and document all necessary information into the ICM database ensuring accuracy and timelines
- Ensure Client Advisors' data entry requirements in the ICM are met and are accurate
- Completes and monitors all Service Request within the ICM: Case Transfer, Referrals from Ministry and Communication
- Provide ICM support and training for EPBC WorkBC staff
- Navigate the WorkBC extranet and provide support to other staff members regarding WorkBC policy and procedures
- Under the supervision and direction of the WorkBC Manager, participate in the development, support and implementation of office processes and procedures as it relates to WorkBC
- Maintain Client hardcopy files – scanning and filing of documents

- Assists the WorkBC Manager with reports (Data Quality, Quality Assurance, Case Manager monthly reports, etc.)
- Work with Amber Education & Beacon finance regarding client payments for training
- Provide administrative support to WorkBC Manager to schedule WorkBC team meetings
- Participate in EPBC Ministry training conference calls
- WorkBC Client Training Payments
- Provide back-up support for lunches, coffee breaks and vacation coverage for Administrative Support 1 - Receptionist

ADMINISTRATIVE SUPPORT 1 – RECEPTION DUTIES AND RESPONSIBILITIES:

- Create a professional and welcoming atmosphere within the Reception & Resource Centre areas.
- Respond to enquiries and requests for information, either in person or over the phone, from clients, general public, business community, government agencies and community agencies while observing confidentiality guidelines.
- Direct people to appropriate services and resources and inform Counselling and Employment Services team members when their clients arrive for meetings or require service.
- Identify Clients who may need crisis-care services
- Provide clients with photocopying and faxing as required.
- Attend and participate in team meetings, and all team-related activities and events occurring during scheduled working hours
- Provides vacation relief for other team members as required, and
- Perform other duties than those listed below as required.

EDUCATION, EXPERIENCE AND REQUIREMENTS:

- Minimum 2 years' experience in reception and/or administration
- Minimum 2 years' experience in database use
- Completion of recognized post-secondary business and/or administration courses or combination of work experience and education
- Knowledge of community resources
- WHMIS Certification (to be renewed annually)
- Clear Police Criminal Record Check

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent computer skills and experience, including internet familiarity
- Facility and adaptability to use computer software including MS Office
- Ability to prioritize
- Excellent communication skills, with a focus on listening and comprehension & conflict resolution
- Good organizational skills
- Ability to assess priorities when dealing with the work-related needs of other team members
- Initiative
- Sound judgment
- Solution orientated
- Focused on results and task completion
- Cooperative and a team player

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 2019-103. Please note only those applicants who are selected to continue in the recruitment process will be contacted.