



## Employment Opportunity

<b>Position Title:</b> WorkBC Administrative Support 1 – Reception & ICM Data Entry	<b>Position Number:</b> 2019-105
<b>Department:</b> Employment Services <b>Location:</b> 9860 Third St, Sidney, BC	<b>Days/Hours of Work:</b> Monday – Friday 12:30pm – 4:30pm; 20 hours per week (One Monday per month 3pm – 7pm) (Days/Hours of work subject to change)
<b>Remuneration:</b> \$18.52	<b>Posting Period:</b> November 6 until filled
<b>Start Date:</b> As soon as possible	<b>Status:</b> Regular, Part-Time <b>Union:</b> 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 Contract Manager, the Administrative Support 1 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 assists the WorkBC team with reception, and data entry into the Integrated Case Management (ICM) system.

### ADMINISTRATIVE SUPPORT 1 – RECEPTION DUTIES AND RESPONSIBILITIES:

1. Create a professional and welcoming atmosphere within the Reception & Resource Centre areas.
2. 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.
3. Direct people to appropriate services and resources and inform Counselling and Employment Services team members when their clients arrive for meetings or require service.
4. Identify clients who may need crisis-care services
5. Assist new clients to register for BCEID's and Online Employment Services
6. Provide clients with photocopying and faxing as required.
7. Attend and participate in team meetings, and all team-related activities and events occurring during scheduled working hours
8. Provides vacation relief for other team members as required, and
9. Perform other duties than those listed below as required.

### ICM DATA ENTRY DUTIES AND RESPONSIBILITIES:

1. Participate in ICM training as required
2. Provide overflow support to process billing including revisions and invoices as required
3. Enter employment history into ICM
4. Complete case closures including hard copy of file
5. Record and document all necessary information into the ICM database ensuring accuracy and timelines
6. Ensure Client Advisors' data entry requirements in ICM are met and are accurate

7. Complete and monitor all Service Requests within ICM: Case Transfer, Referrals from Ministry and Communication
8. Maintain client hardcopy files – scanning and filing of documents
9. Assists the WorkBC Contract Manager with reports as required
10. Participate in Ministry training conference calls
11. Provide back-up support for lunches, coffee breaks and vacation coverage for Administrative Support 1 - Receptionist

#### **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 2019-105. Please note only those applicants who are selected to continue in the recruitment process will be contacted.