

JOB POSTING

Job Title

Employment Resource Specialist - Whistler

Position Summary

Howe Sound Women's Centre, in partnership with Back In Motion/Work BC Employment Services Centre, is hiring for the full time position of Employment Resource Specialist (ERS). This position is 40 hours/week and is based out of the Back In Motion Office in Whistler, BC.

The Employment Resource Specialist is the first point of contact with clients and visitors to the Whistler WorkBC Centre. The ERS is responsible for welcoming and engaging clients in suitable employment services; assisting clients with job search activities; creating resumes and orienting clients to job search tools; and maintaining equipment and supplies.

The ERS is also responsible for maintaining the Employment Program of BC (EPBC) program administration systems, coordinating and scheduling appointments for all Employment Services Centre (ESC) related services, assisting with program reporting, as well as managing the facility and equipment needs of the WorkBC Centre.

Key Duties and Responsibilities

Client Services

- Manage the front desk and greet clients, facilitate the initial intake process with the goal of engaging clients in WorkBC services; seek opportunities to maximize client participation in services
- Help clients identify and understand the benefits of engaging in WorkBC services
- Introduce clients to the Self-Serve Resource Centre, including explaining appropriate use of the Centre and its resources
- Support and monitor clients accessing self-serve services in a manner that supports clients independence and self-sufficiency
- Monitor non-case managed clients and determine when clients are having difficulty and would benefit from case management services: engage these clients in attending an MDNA appointment
- Assist clients to access and use online government databases related to their employment situation including applying for EI and determining EI status through Service Canada
- Assist apprenticeship clients to submit online applications for financial supports
- Act as first point of contact for clients and colleagues for IT issues: trouble-shoot basic computer and printer issues and liaise with IT support as needed to resolve issues

Program Administration

- Efficiently schedule appointments and maintain appointment availability utilizing electronic office scheduling software and provide consistent analysis and feedback to the Program Manager about service availability and timeliness
- Track data about how clients heard about the WorkBC Centre; and report information to Program Manager and Marketing Coordinator as requested (weekly/monthly)
- Assist in preparing, updating and distributing program information and client materials
- Create files and update general client information (including data entry into appropriate database) ensuring security and confidentiality is maintained at all times
- Provide assistance with financial administration, data entry, and monthly reporting
- Provide administrative support and expertise to team lead and colleagues in areas of ICM use, word processing, documentation, file storage and security, etc.

Information Management

- Ensure ESC has up to date information on job opportunities and labour market trends and that this information is effectively communicated to clients, employers and colleagues
- Ensure ESC has a variety of relevant, current and credible employment related resource materials and labour market information available
- Liaise with other community service organizations and ensure a comprehensive, current and accurate directory of local community-based services
- Develop tools and resources to mediate labour market information and to assist clients in using the Centre in support of their career research or job search
- Register non-case managed clients for ESC facilitated workshops and provide follow up support services to Tier 1 clients
- Coordinate translation and interpretation services as required
- Utilize the integrated case management system (ICM) to capture client data and to evidence qualitative and quantitative outcomes
- Provide written reports as required

Other

- Connect with Howe Sound Women's Centre Staff, Executive Director and Board to develop and support organizational vision, mission, & values
- Attend team meetings as required
- Perform other duties as required, including vacation coverage for colleagues; community outreach activities; and or participate in marketing activities and events

Knowledge, Skills and Abilities

Knowledge

- Knowledge of the Whistler labour market and understanding of the challenges and opportunities it presents for job seekers

- Strong knowledge of job search tools and techniques including resumes, cover letters, interview skills, current job search and employer recruiting techniques
- Strong applied knowledge of BC's Employment Standards Act
- An understanding of systemic discrimination facing women and the dynamics of violence against women

Skills

- Strong customer service skills; able to establish and maintain productive working relationships with clients using a strengths-based approach
- Exceptional administrative skills including: organizational skills, developing systems and processes, data management and reporting, scheduling and overall service coordination
- Highly proficient with technology including: Windows and MS Office, database technology (ICM), using printer/scanners and web based research tools, and social media

Abilities

- Proven ability to meet or exceed qualitative and quantitative performance expectations
- Able to manage a client-facing, front desk role and ensure the information acquired, purchased, catalogued and displayed is logical, easily accessible and appropriate to meet the needs of all clients
- Demonstrated ability to work effectively with diverse clients, and specialized populations as defined in the EPBC
- Able to manage difficult situations, assist clients in crisis, and respond professionally to client complaints

Training, Education and Experience

- Bachelor degree, Diploma or Certificate preferred - a combination of education and experience will be considered
- 1-3 years of experience in a client service or customer service role
- Proven administration skills, confident in using and learning technology
- Foundations of Violence Against Women training and Non-Violent Crisis Intervention (NVC) or other customer service/conflict mediation training an asset

Other Requirements

- Able to pass and maintain a Criminal Record Check – including vulnerable persons
- Fluency in another language an asset

Critical Success Factors

- Creative and invested in working with clients to enhance labour market attachment
- Commitment to providing quality service and meeting or exceeding program deliverables

- Proven ability to be adaptable in your approach by adjusting to changes in service delivery models, the labour market or participant trends
- Displays a reflective, learning and problem solving approach to work
- Alignment with and ability to display organizational core values of: accountability, communication, innovation, performance, relationship and spirit
- Commit to continued self-directed learning to ensure understanding of EPBC and WorkBC policies and procedures
- Able to work well in a dynamic and changing work environment

Reporting Structure

- This individual will report jointly to Howe Sound Women's Centre Society and Back In Motion/WorkBC

