

JOB DESCRIPTION

Administrative Assistant

ACCOUNTABILITY:

The Administrative Assistant reports directly to the General Manager.

CORE FUNCTION:

The Administrative Assistant provides administrative support for the organizations' activities and programs. The Administrative Assistant is the first point of contact for all clients via telephone or in-person. This role requires extensive knowledge of programs and services offered by Community Futures Boundary (including Work BC) as well as local community services and resources available. The primary role of the Administrative Assistant is to assist self-serve clients utilizing the WorkBC Resource Centre and to answer calls and assist clients coming through the door.

RESPONSIBILITIES:

General Duties

- Answer telephones and email messages and relay messages to the appropriate individuals as required
- Organize resources and replenish materials as required
- Assist with organizing and hosting special events and projects
- Participate in community events
- Register participants and notify them prior to various events, meetings and workshops
- Request/purchase supplies as required
- Maintain and organize storage rooms
- Ensure all areas for the general public are sanitized and kept tidy at all times
- Assist with board packages and monthly reporting requirements
- Other duties as assigned from time to time

Work BC Program Support

- Assist Resource Centre clients with job search including: resume/cover letter assistance, online employment services portal and online applications
- Assist clients with EI questions (refer to EI booklet or 1-800#)
- Register clients before accessing services
- Actively promote services and participation in workshops
- Follow up with Work BC clients to re schedule appointments, supporting Case Managers in job sustainment services
- Provide general information on programs and services available
- Schedule appointments (phone or in person) Determine if clients are directed to register for Work BC services, Resource Centre/Worker, Case Manager
- Insure clients are informed of required documentation prior to their appointment
- Conduct phone/online surveys as needed

QUALIFICATIONS:

Demonstrated Experience in:

- a) Providing quality customer service and resolving issues (in person and in a virtual service delivery environment; and
- b) A post-secondary certificate, degree or diploma in a relevant field is preferred but not required

ADDITIONAL REQUIREMENTS:

- Clean Criminal Record
- Strong communication skills
- Experience providing exceptional customer service to diverse client populations
- Ability to produce clear, concise and professional documentation
- Proficient use of a variety of computer software programs
- Fully vaccinated against COVID 19

All employees of Community Futures Boundary work with information, processes, or data that must be kept confidential in order to protect the interest of the client and corporation. To ensure confidentiality, employees are expected to refer to the Policies and Procedures Manual.

Signed

Date

General Manager

Date