



Employer Services Coordinator

Reports to: Regional Manager, Employer Services
Hours: 37.5 hours per week
Salary: \$29.71 - \$31.52

Who you are...

As a professional you pride yourself on the following attributes:

- You have strong communication skills (verbal and written).
- You enjoy learning and aren't afraid to ask questions.
- You are organized and have the ability to consistently manage your time effectively.
- You enjoy learning new technologies, programs/contracts, and policies.
- You enjoy networking and public speaking opportunities in a variety of settings.
- Your collaborative approach to the team you work with make people want to work with you.
- You embrace variety and value applying creative solutions.

The Role...

Reporting to the Regional Manager, Employer Services and working in collaboration with the Management Team, the Employer Services Coordinator will work closely with other members of the NIEFS Team to assist with the planning and development of NIEFS Employer Services. This position will promote NIEFS Employer Services to the employer community through all NIEFS and WorkBC mediums.

The candidate will be dynamic, detail-oriented and work effectively with other staff, area employers and job seekers. The successful candidate will have excellent communications skills combined with strong reporting and document and contract management skills.

Key Duties and Responsibilities:

- Work collaboratively with NIEFS various employment contracts in collaboration with the Management Team and staff (i.e. WorkBC Employment Services, Ministry of Post-Secondary Education and Future Skills and others).
- To further develop, enhance and maintain NIEFS' positive reputation within the employer community.
- To assist with the planning and development of NIEFS employer services.
- To assist with the maintenance and data entry of an Employer Contact and information database.
- Responsible for the promotion of NIEFS' employment services to the employer community through all mediums including the NIEFS website.

- To present NIEFS employer services to the employer community through venues such as Chamber of Commerce event, Rotary meetings, City of Campbell River Economic Development events, stakeholder events, etc.
- To respond to all enquiries from employers.
- To attend designated Campbell River Chamber of Commerce and other appropriate functions and events in the community.
- To assist coordinate job fairs, employer info sessions and events.
- To assist as needed in delivering Wage Subsidy services with both the client and the employer after a client has been referred by the Employment Counsellor. This includes preparation of all paperwork including contracts; on-going administration of payments to employers; monitoring placements; writing training plans; trouble shooting issues; negotiating level of wage subsidies; and conducting financial monitors.
- Assist the Disabilities Service team to identify suitable employers and initiate contact with those employers with the purpose of placing clients in appropriate employment situations.
- The administration and coordination of other employer focused programs.
- To assist with the collection of labour market information.
- To coordinate with other NIEFS staff and Managers to develop an immediate response to any announced labour reductions or new business start-ups within the community.
- Promote and market WorkBC and NIEFS Employer Service opportunities through the delivery of regular in-person and virtual info sessions.
- Maintain good working relationships and communication with clients and employers.
- Work collaboratively with the Marketing and Content Coordinator for the development and implementation of social media and marketing campaigns, including scheduling, monitoring, measuring and reporting performance.
- A willingness to work occasional evenings or weekends for special events.
- Other related duties as required.

Key Competencies:

- **Values.** Behaves consistently with clear personal values that complement NIEFS's values of **excellence, diversity, and respect.**
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices and professional behavior. Builds a respectful and client-centered workplace committed to maintaining privacy and confidentiality.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting ever-changing demands of clients, funders, employers, and other community stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership and initiative. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement in a highly complex environment.
- **Engagement.** Shows passion for the job and the mission of North Island Employment.
- **Effective Communication.** Fosters open communication, actively listens to others, speaks effectively and respectfully, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows policy, directions and procedures and ensures deliverables are met on time and according to agreed standards.
- **Relationship Building.** Builds strong working relationships with individuals, service providers and businesses in the community to foster a spirit of collaboration, spread awareness of services and create a foundation for working relationships.

Qualifications – Knowledge, Education and Experience

- Completion of a university or college program in business, finance, career development, human resources management or another relevant field.
- 3-5 years relevant work experience.
- Strong awareness of employment services, contract delivery and the North Island labour market .
- Strong knowledge of programs and benefits for employers to support recruitment and training.
- Strong awareness of career development, employability skills and challenges faced by today's job seekers and employers.
- Experience/training in group facilitation in online formats.
- Experience in event management.
- Proven ability to work effectively in teams.
- Proven communication skills – both verbal and written.
- Proven ability to promote/market programs and services.
- Strong organizational and time management skills.
- Strong problem-solving skills and a strength-based approach.
- Certification as a Career Development Professional (CCDP) or actively working towards certification.
- Availability to work varied work hours including evenings and weekends.
- Ability to prioritize tasks, work with accuracy and manage deadlines effectively and consistently.
- Ability and experience using computers and performing data entry; MS Office, Excel.
- Ability and willingness to travel throughout the North Island area (driver's license required).
- A vulnerable sector criminal record check will be required and employment will be contingent on the result of this check.

Acknowledgement

I have read, understand and am committed to meeting the expectations of the Employer Services Coordinator role with North Island Employment.

Print Name:

Signature:

Date: