



March 29, 2018

Dear Applicant,

Thank you for your interest in our job posting for an Administrative Assistant position working in NIEFS Campbell River office. North Island Employment is an award winning, client-centered organization that has been assisting people to find, keep or create their own work for over 30 years. NIEFS has a staff team of over 40 people located in our Campbell River and Port Hardy offices and we are excited to be adding to the team!

The application package includes:

- ◆ This covering letter
- ◆ A detailed **Job Posting**
- ◆ A Job Description for the Administrative Assistant position

Timeline for this Competition

Wednesday, April 11, 2018 - 4:00pm closing of the competition

Interviews to be held in Campbell River

Position starts as soon as possible

Application Process

A complete application must include:

1. Your personal resume and cover letter that indicates which position you are applying for.
2. Three references regarding your work in relevant fields. At least one of these references would have been a person who supervised your previous employment.

Completed applications must be received at NIEFS Campbell River by Wednesday, April 11, 2018 at 4:00pm. Interviews will be scheduled shortly after. Only candidates selected for interviews will be notified. Application packages should be addressed to:

NIEFS

Attention: Shannon Baikie, Regional Manager

920 Alder Street

Campbell River, BC, V9W 2P8

Fax: 250.286.3447

Email: shannon.baikie@niefs.net



Job Posting Administrative Assistant – Campbell River

Reports to:	Regional Manager, Community & Labour Market Services
Hours:	35 hours per week, 8:30 to 4:30
Salary:	\$20.60 per hour
Probation:	Six months
Start Date:	As soon as possible
Closing Date:	4:00pm April 11, 2018

Job Summary:

Provides a variety of reception, clerical, data entry, general office administrative support and provide back up coverage in the Work Support Centre when required to a professional staff of about 40 and a diverse range of clients accessing NIEFS Employment Services Centre.

Key Duties and Responsibilities:

- Provide coverage and back up when necessary to assist clients in the use of resources and resume and cover letter preparation in the Work Support Centre;
- Ensure the front reception area is organized and a professional working space;
- Maintain process and procedures of the front reception area;
- Answer phones and in-person inquiries and ensure messages are accurate and distributed to the appropriate staff member;
- Make daily reminder phone calls to clients regarding appointments and/or workshops;
- Schedule appointments and prepare required client paperwork;
- Perform accurate and timely data entry of client information into required databases;
- Coordinate and prepare courier packages;
- Ensure supply of internal forms are kept up to date;
- Maintain file room - ensure files are orderly and assist with organizing files for storage;
- Perform other related duties as required.

Required Competencies and Skills:

- Experience working with individuals in crisis;
- Excellent computer skills and abilities and working knowledge of MS Office;
- Excellent written and verbal communication skills;
- Excellent interpersonal skills based on collaborative methods;
- Effective organizational and time management skills;
- Ability to effectively manage and adapt to rapid, ongoing change;
- Ability to work in an ethical and professional manner;
- Demonstrated knowledge of community services, resources and programs;
- Ability to identify client eligibility for federal, provincial and community-based programs and services.



Education, Training and Experience:

- A diploma or certificate in certificate in office management; business; human services or other related education at the post-secondary level;
- Experience working with the Employment Program of BC, the Integrated Case Management System an asset;
- Experience working with scheduling and case management databases;
- 3 years previous experience with direct service or program delivery in the community social services sector;
- Equivalent experience and skill development will be considered.

Other Requirements:

- Prioritize workload and work under pressure to ensure deadlines are met;
- Provide service to clients and staff in a respectful, sensitive, and confidential manner;
- Represent the Society to clients, funding agencies, employers and the community in a professional manner;
- A criminal record check will be required and employment will be contingent on the result of this check being such that security clearance to work in the Integrated Case Management System can be approved;
- Other duties as required.