



**Employment Posting for Connections Community Services**

**Posting# E071219 Posted: 07-11-19 closing date: 08-02-19 (internal applicants have priority)**

**Full time**

CCSS seeks a dynamic person to provide key support to an employability program for at risk and unemployed youth. This position provides initial intake, client contact, supports job developer/vocational counsellors with their duties, conducts information sessions and maintains key data and statistics for the program. The successful applicant will have well developed administrative skills, be organized, outgoing, a team player and have an understanding of the career development sector. You will support the overall program goals and work with the team towards ensuring clients are successfully attached to employment. A second language is an asset in this position. Only applications selected for interviews will be contacted. Please refer to the details below and submit your resume and cover letter describing how you will be able to exceed the expectations for this position.

**Submit your letter of interest to hiring committee referencing E071219 in your application by email at [employment@ccssociety.ca](mailto:employment@ccssociety.ca) Applicants MUST reference E071219 in your cover letter, and subject line of email to be considered.**

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<b>Position Title:</b>	Program Assistant/Receptionist
<b>Program:</b>	Employment
<b>Department:</b>	<b>Employment Services Division</b>
<b>Status:</b>	Bargaining Unit
<b>Wage:</b>	Administrative Assistant (as per CBA Grid 10 \$19.45-22.65)
<b>Headquarters:</b>	100-7900 Alderbridge Way

**Qualifications:**

A certificate or diploma in administration, a career practitioner certification, or a related field is required. A minimum of one year experience in providing administrative support to a similar program or two years in a related field is required. Direct experience with individuals with barriers to employment is an asset. Demonstrated working knowledge of career development, labour market information, and community resources is an asset. A second language is also an asset. Strong organizational and administrative skills are core to this position. Solid computer and technology competencies and communication are key to this position. Ability to use office suite products, data management tools, and reporting templates are required. Ability to produce summary reports, documents and materials in English is required. Experience with web and design software is an asset.

**General Skills and Abilities:**

The Program Assistant/Employment Support Worker must possess the following:

- Well developed interpersonal, oral and written communication skills
- Excellent knowledge of Office Suite programs, database use and related software – this will include developing and using template forms, excel spreadsheets, tracking program data and client data
- Excellent time management and organizational skills
- Strong customer service skills and experience
- Solid spoken and written communication skills in English
- Demonstrated ability to work independently, show initiative and multi-task
- Sound research skills and knowledge of community and employment resources
- An ability to be flexible and work as part of an effective team
- Attention to detail and supportive of others in working towards program and client outcomes
- Exceptional people skills when working with partners, professionals and clients.

***Supporting children, youth, families and our community to thrive since 1974.***



- Career coaching and support skills
- Ability to deliver and support the delivery of career and skill development workshops such as computer skills, resume writing and other introductory workshops.

### **Summary Statement**

The program assistant works with the program manager and staff to provide administrative, reception and information management support – including reporting and accounting. The position works with clients and staff to ensure that all forms are filled in, that data is accurately collected and reported and conducts the initial screening and orientation of clients to the program. The position supports program staff in areas of program marketing, job matching, resume development, client follow-up and preparing workshops and events. The position maintains client files and data using the required software and tools and supports clients and staff with word processing that will include training clients. This position also maintains and updates resource lists, employer databases and supports program information sessions at the sites and in the community. When required the position will support the delivery of workshops and support client learning activities.

### **Additional Information**

Staff are expected to practice in a culturally sensitive manner. A second language is an asset for this position. Staff are required to have a valid driver's license and access to a vehicle for this position. The position includes employer paid MSP, extended benefits, dental, life insurance and access to an RRSP/Pension plan subject to a probationary period. Vacation starts at 3 weeks per year and compensation and vacation increase based on length of service. CCSS is an equal opportunity employer.

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NOTE: Statements included in these guidelines are intended to reflect, in general, the duties and responsibilities of this classification and are not to be interpreted as all inclusive. Please read the posting requirements and submit all required information in the format requested. Thank you for your interest, only short listed applicants will be contacted.