



POSTING

Position: Relief Reception / Resource Advisor (1 – 5 days/wk)

Location: Abbotsford – WorkBC Employment Services Centre

Agora Employment Essentials¹ provides a diverse range of employment and professional development services in the Lower Mainland of British Columbia. Agora has contracted with Abbotsford Community Services in Abbotsford to provide comprehensive employment services to residents of the community.

Summary

Under the direction of the Abbotsford Works Employment Services Centre (ESC) Manager, the Relief Reception / Resource Advisor will provide vacation and sick leave relief for the Receptionist and Resource Advisors, acting as the initial contact for people accessing the ESC, overseeing the reception area and ensuring that all clients are supported in the Resource area.

Requirements & Qualifications:

1. Demonstrates a commitment to the mission and values of Agora Employment Essentials.
2. At least three years' experience: providing employment development supports (utilizing Career Development theory) that meet diverse clients' needs and achieve desired outcomes; and/or providing frontline service to diverse groups of unemployed individuals.
3. Proficiency with the Microsoft Office Suite, ability to coach clients in the use of technology to access employment supports and connect with employers.
4. Excellent communication skills, professional attitude, and a cheerful, outgoing personality, maintaining composure and dealing calmly and effectively with high stress situations.
5. Knowledge of a second language is an asset.
6. Ability to administrate and interpret formal and informal career assessments.
7. Skilled in creating a variety of self-marketing materials for diverse clients (resumes, cover letters, etc.) and in engaging clients in participating in proactive job search activities.
8. A degree in education, social sciences, social work or equivalent education and experience, CCDP designation would be an asset.
9. Capacity to maintain a client focus in a performance-based model.
10. Demonstrates resilience, flexibility, a non-judgmental approach, enthusiasm and a reflective learning style; ability to maintain client confidentiality.
11. Collaborates effectively in a multi-agency team to deliver a comprehensive employment program designed to meet individual needs of clients.

¹ Agora Employment Essentials is a division of MCC Community Enterprises Inc., a company wholly owned by Mennonite Central Committee, British Columbia (MCC BC). MCC BC is a not-for-profit society with charitable status incorporated in British Columbia and forms part of the worldwide ministry of Anabaptist churches working in the areas of disaster relief, sustainable community development, justice and peace making. For more information about MCC BC and MCC worldwide visit <https://mcccanada.ca>

Key Job Duties (Reception):

1. Greets the public as the first point of contact in the ESC through telephone, email, and in person.
2. Assists all new clients with obtaining an access ID, and refers them to the Needs Assessor.
3. Monitors client volumes and services to ensure wait times do not exceed 15 minutes.
4. Works closely with Initial Needs Assessor and Resource Advisors.
5. Assists in monitoring the ESC Storefront self-serve areas.
6. Assists with the updating of resources of local labour market trends, directories and community-based resources.
7. Receives incoming mail and prepares outgoing mail for courier.
8. Maintains the professional appearance of reception area.
9. Provides an up-to-date list of all workshop offerings in the Resource Area.
10. Engages those we serve from a client-centered and strengths-based perspective.
11. Administration and photocopying of materials as required.

Key Job Duties (Resource Room):

1. Support clients to access the self-serve resources to achieve labour market or community attachment including addressing any client barriers and building on client strengths, in a manner that supports self-sufficiency; referring to case management where needed.
2. Assist Resource Room clients to take general career assessments, provide clients with basic job search supports and connect clients to community resources including EI and Trades Training supports.
3. Maintain up-to-date labour market trend resources, list of relevant job vacancy listings, websites, and area to review newspapers and other job postings and hiring information.
4. Resolve computer issues in the Resource Room, including office equipment (faxes, photocopier, telephones).
5. Track and enter data into Integrated Case Management database, including booking clients into workshops, monitoring attendance, reporting client progress and milestones to maximize revenue.
6. Administration and photocopying of materials as required.

Scope of Position:

The Relief Reception / Resource Advisor position reports to the Abbotsford Employment Service Centre Manager, in addition to reporting to the Agora Employment Essentials Director.

To Apply: send cover letter and resume to John Dawson, Director – jdawson@mccce.ca

Closing Date: open until filled

Agora reserves the right to determine which, if any applicants will be contacted.