

IMMIGRANT CENTRE MANITOBA INC.

JOB POSTING

FRONT DESK CLIENT SUPPORT

Terms of Employment: Full-time position (35 hours per week) starting February 2, 2018

Hours of work: Monday – Friday 8:30am-4:30pm.

Salary: As per CUPE collective agreement

THE ORGANIZATION

The Immigrant Centre Manitoba Inc. is a non-profit organization that provides quality and innovative Immigrant Settlement Services to newcomers to Manitoba.

POSITION SUMMARY

Under the general direction of the Director of Settlement, Front Desk Client Support is responsible for assisting in the delivery of effective Immigrant Centre services, participating as a proactive member of the Immigrant Centre team and maintaining and documenting accurate IC data.

POSITION DUTIES AND RESPONSIBILITIES

As Front Desk Client Support the incumbent is responsible for the following:

#1 assisting in the delivery of effective IC services - 60%

1. Greets, assesses and directs all incoming calls &/or in person requests to appropriate staff/department(s)
2. Completes Personal Information Forms, issues client ID numbers for all new clients, inputs information into IC data base daily and refers new clients to Intake
3. Handles all incoming deliveries, signing off and directs to appropriate departments
4. Provides and maintains an effective, well organized reception area
5. Sorts and distributes daily incoming mail and processes outgoing mail
6. Identifies, develops and provides a relevant directory for handling general settlement requests
7. Maintains registration list for upcoming, scheduled driver education and citizenship classes
8. Stays current with daily activities (website) and service delivery requirements

#2 Participates as a proactive member of the Immigrant Centre team – 15%

1. Works collaboratively as a team member on information updates and problem resolutions and participates in team meetings on an ongoing basis
2. Assists in identifying gaps and issues in the delivery of Front Desk Reception services
3. Assists in short and long term IC planning
4. Participates in team meetings (recording, preparing documentation and/or facilitating) on

- a rotational basis
5. Maintains positive relationships with key stakeholders
 6. Participates actively in professional development opportunities
 7. Ensures effective two way communication between Administrative Support – Front Desk and Immigrant Centre

#3 Maintaining and documenting accurate data – 5%

1. Generates and submits monthly activity reports to Director of Settlement
2. Ensures that all personal information files are maintained in a secure fashion daily and stored monthly

ON-GOING RESPONSIBILTIES:

TO APPLY

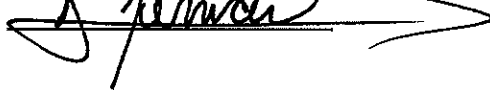
Please send your cover letter and resume to Sandra Hernandez, Director of Settlement Services at shernandez@icmanitoba.com

CLOSING DATE

January 12, 2018 at 4:00 pm.

No phone calls please. We thank all applicants; however only those selected for an interview will be contacted.

Union Steward:  _____

Executive Director:  _____