

# Immigrant Centre Manitoba Inc.

## Employment Opportunity

### Position title: Access English Centre Client Support Desk

**PROGRAM:** Access English Centre (AEC) **Department:** AEC

**POSITION TITLE:** Access English Centre Client Support Front Desk

**JOB STATUS:** Salaried, Full time – Schedule to be discussed (35 hours a week)

Salary: As per CUPE collective agreement

### **POSITION SUMMARY**

Under the general direction of the Program Manager, Access English Centre, the incumbent is responsible for assisting in the delivery of effective AEC services, participating as a proactive member of the AEC team, and maintaining and documenting accurate AEC data. ***CTESL or equivalent certification is a requirement.***

### **POSITION DUTIES AND RESPONSIBILITIES**

As AEC Client Support, the incumbent is responsible for the following:

#### **#1 Assisting in the delivery of effective AEC services**

1. Greets, assesses and directs all incoming calls and/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 database daily
3. Assists AEC team in booking, canceling and/or rescheduling AEC conversation groups, volunteer placements, and volunteer orientation sessions as required
4. Monitors the AEC client database, conversation group rosters, Correlate, and iCARE database on a daily basis
5. Assesses IC clients language acquisition
6. Registers and places clients in conversation groups based on their language needs assessment
7. Works in conjunction with the AEC Program Manager to order program and office supplies
8. Ensures materials, e-resources, and facilities are available for internal and external AEC events and conversation groups
9. Compiles, responds, and documents all AEC marketing requests
10. Maintains AEC presence reflecting both AEC and IC services
11. Provides and maintains an effective, well organized reception area

#### **#2 Participates as a proactive member of the AEC Team**

1. Assists in identifying gaps and issues in the delivery of AEC Reception services
2. Stays current with AEC requirements

3. Assists in identifying gaps and issues in the delivery of AEC services
4. Assists in short and long term AEC planning

**Maintaining and documenting accurate data**

1. Provides attendance and progress documentation for clients as required
2. Generates and creates client-related statistic data using Microsoft Office software
3. Submits monthly activity reports to AEC Program Manager
4. Ensures that all personal information files are maintained in a secure fashion daily and stored monthly
5. Inputs client information into Correlate and iCARE, AEC client data base, and conversation group rosters

**ON-GOING RESPONSIBILITIES:**

Identifies gaps and concerns with regards to the AEC front reception area. As this is the first point of client contact in the AEC, the Client Support Front Desk ensures a successful beginning of the client’s journey in their language training to support their integration process.

***What is the minimum education requirement needed to perform this job satisfactorily?***

- Administration background or a combination / equivalent of transferable skills;
- Adult EAL background from a recognized post-secondary institution. E.g. Certificate in Teaching English as a Second Language, CTESL is required;
- Proven and experience in statistical analysis and documentation, with strong computer skills;
- Fluency in additional languages an asset;
- Proven skills and knowledge of MS Office tools. e.g. Word, Excel, and Power Point;
- Advanced English language skills -oral and written communication skills-  
Training in client services,

**TO APPLY**

Please send your cover letter and resume to Walter Luzzi, *Access English Centre* Program Manager at [wluzzi@icmanitoba.com](mailto:wluzzi@icmanitoba.com)

**CLOSING DATE**

Monday, May 20<sup>th</sup> at 4:00 pm.

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

**Union Steward:** \_\_\_\_\_ 

**Chief Executive Officer:** \_\_\_\_\_ 