



## **Multicultural and Immigrant Services Association of North Vancouver Island (MISA)**

The Immigrant Welcome Centre is currently accepting applications for a full time Intake Worker / Community Connections Assistant.

### **Who we are...**

The Immigrant Welcome Centre specializes in immigration and support services to newcomers who are settling in Campbell River, Comox Valley, and the North Island. Also known as the Multicultural and Immigrant Services Association of North Vancouver Island (MISA), we are a registered non-profit organization established in Campbell River in 1992.

As an award winning organization, The Immigrant Welcome Centre is a respected leader in immigrant services and an active proponent for the sector. By fostering strategic partnerships and working to create welcoming, inclusive communities that attract and retain newcomers, we are an effective business partner in the communities we serve.

### **Who you are...**

- You have an energetic and positive approach to your work.
- You have strong computer and documentation skills.
- You are self-directed and have excellent organizational and critical thinking skills.
- You genuinely enjoy building and maintaining collaborative relationships at all levels.
- You are excited about working collaboratively to achieve results with focus and flexibility.

### **The position...**

**JOB TITLE:** Intake Worker / Community Connections Assistant

**LOCATION:** Courtenay

**REPORTS TO:** Office Manager

**WORK HOURS:** 35 hours per week, Monday to Friday from 9:00am to 5:00pm

**COMPENSATION:**

Based on MISA Wage Grid, Level 6, Wage Range \$20.09-\$22.98 plus fully funded benefits and RRSP after 6-month probation.

**POSITION SUMMARY**

- To provide front office presence for clients and visitors
- To assist settlement services with intake process for new clients
- To provide services and support to ensure the administrative functions of the office are running smoothly
- To assist with community connections by helping with marketing functions and organizing special events

**CORE COMPETENCIES**

- Excellent Communication Skills
- Patient and calm demeanor
- Proficiency with MS Office suite and Google Suite
- Thoroughness and attention to detail
- Personal Credibility

**KEY DUTIES AND RESPONSIBILITIES****Intake**

- Ensure a welcoming environment for all clients by providing services in accessible language and communicating when language is a barrier.
- Answer phones and respond to inquiries. Provide general agency information as required.
- Book client appointments and assist in maintaining staff calendars, communicating staff schedules and client needs. Assist in coordinating organizational calendar(s).
- Maintain organizational and settlement related information at the front desk and provide clients with relevant information as needed.
- Assist in managing office workload; act as gatekeeper for front end operations.
- Assist with group program registration set up and management. Prepare materials for group programs as requested.
- Perform data entry for clients in OCMS database.
- Attend meetings as needed including agency staff meetings, administrative team meetings and settlement best practice meetings. Prepare agendas as needed.



- Assist in maintenance of office equipment and operations including phones, copier, computers, keys, and security.
- Update training materials for your position on an annual basis.
- Maintain all information in a confidential manner.
- Perform other duties as required.

**Finance:**

- Purchase / order general office and cleaning supplies. Maintain a monthly list of items needed. Track deliveries and ensure items we have ordered are received.
- Add items to inventory as needed.
- Manage and record petty cash activity; reconcile on a monthly basis and provide a reimbursement report to manager for approval.
- Record payments and create records for membership and donations in our database. Issue Charitable Receipts as required. Provide monthly report of this activity to finance department.

**Community Connections:**

- Assist with organizing events and special projects in the community as required.
- Ensure relevant information is collected and reports are submitted relating to MISA's participation in events
- Assist in the preparation of agency newsletters, reports and brochures.
- Assist in managing all social media tools and timelines as required.
- Attend programs offsite as needed.
- Assist with the volunteer program by maintaining files, recruiting volunteers, and record keeping.

**Qualifications Required:**

- Three or more years general office experience that includes reception and data entry functions.
- Post-secondary training in office administration or office management
- The worker must have a valid BC driver's license and reliable transportation.
- The worker must have a satisfactory vulnerable sector criminal record check.
- Fluency in English – (fluency in other languages a valuable asset).



### **Preferred Skills, Knowledge and Experience**

- Excellent communication skills. Calm and patient demeanor.
- Ability to foster positive relationships with clients, volunteers, staff and community partners.
- Demonstrated proficiency in MS Office, Google programs, data entry (especially Excel).
- Effective time management, organizational and critical thinking skills.
- Self-directed and a team player.
- Knowledge and experience maintaining confidentiality, appropriate boundaries with other staff and clients in a professionally assertive manner.
- Ability to effectively manage and adapt to rapid change, ongoing change.
- Demonstrated knowledge of non-profit sector.
- Understanding of the dynamics and ability to deal with and represent a non-profit organization in a positive and supportive fashion.
- Experience working with immigrants and/or visible minorities, knowledge of the impact of immigration.
- Knowledge of community resources and experience working with community agencies.

*This position description is meant to be thorough, but it is not exhaustive. Therefore, other duties and responsibilities will be assigned from time to time. Additionally, it will be required, at times, to work outside normal working hours and / or outside the organization's facilities depending on the schedule of workshops, activities and events.*

### **How to apply...**

Applications must include a **resume** and **cover letter** detailing how you meet the requirements of this position and why you want to join the Immigrant Welcome Centre team. Incomplete applications will not be accepted.

**Please submit applications to:** [deborah.hall@immigrantwelcome.ca](mailto:deborah.hall@immigrantwelcome.ca) by 9:00 a.m. on Tuesday, January 31, 2023.

**Note:** Thank you for your interest in joining our team. Please note we do not accept any phone calls and only those candidates that are chosen to move on in the hiring process will be contacted. Good Luck!