

Job posting, External

Job title: Administrative Assistant- Programs and Services
Classification: B
Compensation: \$23.68 – \$25.13 per hour
Hours: 35 hours per week
Start / End Date: February 12, 2024 to March 31, 2025 with possibility of extension
Reports to: Manager, Programs and Services
Posting Date: January 25, 2024
Reference Number: CLU-2024-05
Deadline to apply: January 31, 2024 at 6:00pm

To apply, submit your cover letter and resume by email to the Executive Assistant at jobs@culturelink.ca, quoting the reference number.

CultureLink is a settlement and community organization with 35 years' experience in developing and delivering services to meet the needs of diverse communities. **CultureLink works within an anti-oppression framework and is committed to equity. This is a bargaining unit position.**

Job Summary:

CultureLink's Employment and Settlement Services Programs assist newcomers to Canada to integrate successfully through culturally sensitive group and one-on-one sessions. The IT Security Bridge Training program, Labour Market Assistance program, and Settlement Workers in Community Spaces program each provide training, information and referral and labour market assistance services to newcomers to Canada. The Administrative Assistant works with the team to organize, promote, carry out and document Employment and Settlement program activities, and provides administrative support as required.

In-person work at one or more sites will be required. The Administrative Assistant must also be proficient with technology and online tools (for example Zoom, Google Meets), and able to support clients to participate in virtual programs using technology and online tools.

Maintaining positive relationships with CultureLink colleagues and external partners is essential to program success. All agency staff are also expected to support each other and to collaborate on agency-wide events.

Duties

- Answer in person, telephone and electronic inquiries
- Set up and maintain manual and computerized information filing systems
- Train office staff in procedures and use of current software and equipment (Microsoft Office Suite, Adobe products, etc.)
- Record and prepare minutes of meetings

- Compile data and statistics, upload client data to iCARE
- Help to organize workshops and special events; organize registration of participants, prepare programs and promotional material, and publicize events; schedule room bookings
- Assist in coordinating scheduling, referrals, networking, evaluations, reservations, etc. for the programs.
- Act as a contact responding to newcomer queries.
- Screen, register and record all pertinent data and follows up with clients/students.
- Compile statistics and generates reports as required.
- Connect students with needed supports within CultureLink and other organizations.
- Other duties as assigned.

Required Work Capacities

- Physical demands: sitting at a desk for computer work (50% of the workday) and meetings; lifting (files, laptop, and program supplies up to 5 kg); working in an open office.
- Non-physical demands: travel between worksites; occasional deadlines; variety of tasks.
- Social/emotional demands: teamwork; relationship/network-building; exposure to emotional situations; working closely with the public, with clients and with colleagues.
- Cognitive/mental demands: attention to detail; self-supervision/autonomy; multitasking; organizational ability/time management, adaptability, sound judgement, effective written communication.

Required Qualifications, Experience and Skills:

- Diploma or degree in Business Administration or another related field, or a combination of education and experience
- Two year of work experience in a community services or business setting
- Fluency in languages other than English is an asset
- Excellent organizational skills with keen attention to details, excellent time management, ability to prioritize and multitask
- A dynamic team player able to work effectively with diverse work force and bring in positive energy to the team
- Flexible with team work scheduling, considerate and collaborative with tasks distribution
- Familiar with various services available to address newcomers' needs and challenges, and able to make meaningful referrals. Certification in Information and Referral (CIRS) is a great asset
- Demonstrated skills and proficiency using MS Office applications, such as Word, Excel, Outlook, PowerPoint, Publisher etc.
- Experience using iCARE, OCMS and other platforms an asset
- Satisfactory vulnerable Sector screening within the past six months
- Legally entitled to work in Canada