



INTERNATIONAL WOMEN OF SASKATOON (IWS)

International Women of Saskatoon (IWS) Program Description

JOB TITLE:
Receptionist/Administrative Assistant - Regina
TITLE OF IMMEDIATE SUPERVISOR:
Assistant Manager, LARC Saskatchewan Program
TITLE OF DIRECT REPORTS
N/A
JOB CLASSIFICATION AND STATUS
Term Contract and In Scope
ORGANIZATIONAL PROFILE:
The International Women of Saskatoon (IWS) is a grassroots women's organization and a registered charity established in 1985 with the mandate to help improve the status of newcomer/immigrant/refugee women and their families residing in Saskatoon and area by assisting them, using innovative programs and delivery strategies, to become full participating members of the Canadian society.
PROGRAM DESCRIPTION:
The Language Assessment and Referral Centre (LARC) is a Program of the International Women of Saskatoon (IWS) that is funded by Immigration, Refugees, and Citizenship Canada (IRCC). Located at 336 5th Avenue North – Saskatoon, the LARC Saskatoon Program is a Centralized English language assessment center in Saskatoon authorized to: <ul style="list-style-type: none">• Conduct screening to determine eligibility for federally funded language programs• Provide free assessments to help determine clients' current linguistic/language skills• Present clients with options for federal language training (LINC) programs
SUMMARY OF POSITION/MANDATE (PURPOSE):
Working in an Immigrant/Refugee serving Organization and having to deal with client interactions that involve confidential and sensitive situations, the person in the position is required to provide exceptional frontline services and administrative support services for the operations team.
TASK DESCRIPTION:
Reception Services <ul style="list-style-type: none">• Keep the client services areas (waiting and test rooms) in tip top shape• Provide front reception duties by ensuring a warm and welcoming environment for all stakeholders• Greet walk in guests and direct them to the appropriate services and employees within the Organization• Answer all incoming calls, client emails and general enquiries; determine the nature of the enquiries and forward the said message(s) to the appropriate individuals in the Organization• Process and respond to service enquiries and information requests from clients• Retrieve voice mail message, decide which individual or unit should receive each message and forward accordingly



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Client Booking

- Using approved appointment booking system, conduct client booking for language testing in a timely manner
- Conduct initial client screening to determine eligibility for services
- Prior to scheduled tests, contact clients to confirm or reschedule appointments when necessary
- Where applicable, refer clients to more appropriate community services, particularly the Newcomer Information/Gateway/Welcome Centres

Intake/Needs Assessment

- Conduct 1st stage screening to confirm client's eligibility for services as per established eligibility criteria
- Be responsible for informing clients of the need to collect personal information for statistical and program planning purposes
- Assist clients with completing relevant registration forms while ensuring strict compliance with the Organization's privacy and confidentiality policies
- Conduct initial client's needs assessments, using approved template, and communicate pertinent information to appropriate operations staff

Admin/Clerical duties

- Maintain all client filing systems using approved records management coding /procedures
- Provide clerical support to the operations/client services team
- Perform general office maintenance duties such as: faxing, scanning, photocopying and documents compilations.
- Be responsible for receiving all incoming and dispatching all outgoing surface mails, postages, packages and deliveries
- Compile admin related data and prepare reports, when required
- Conduct client follow up communications/activities in order to determine outcomes and feedback reports
- Communicate with LINC/Language Providers regarding client exit forms
- Collect and compile language class waitlist information
- Retrieve/hand over to approved personnel, return back to the filing cabinet and track (incoming and outgoing) client files used for monthly audits
- Compile and organize all internal communications and directives for reference purposes
- Perform data entry tasks, as may be required

General Support Tasks

- Monitor office supplies; identify and submit monthly supply lists to the Program Coordinator to ensure adequacy of stock at all times
- Be responsible for receiving, cross-checking for accuracy in line with the delivery orders/invoices and organizing all office supplies/deliveries in the appropriate places
- Liaise with and assist such Vendors/Suppliers as Culligan Waters and WBM when they arrive for delivery or maintenance services
- Perform office opening and closing duties adhering, strictly, to the protocols required for the safety and security of the facility
- Ensure that office supply rooms, kitchen, meeting rooms and other common areas are always kept clean and orderly during office hours



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- Assist the Early Childhood Education Staff in the Care for Newcomer Children (CNC) Program, when required
- Perform any other duties as assigned and related to position

SKILLS AND KNOWLEDGE

- Ability to multi-task and work under pressure with minimum supervision independently and in cooperation/collaboration internally with staff and externally with other agencies
- Work experience in administrative capacity
- Experience in the settlement sector and/or providing direct client services and needs assessments
- Knowledge of current available settlement programs, services and resources in Saskatoon/Regina and area
- Excellent communication (oral & writing) skills
- Excellent customer service, leadership and problem solving skills
- Proficient in MS Office applications and applicable client data management systems
- Positive attitude, enthusiastic and upbeat personality
- Knowledge of issues/challenges in the immigrant/refugee/newcomer community

FACTOR INFORMATION

EDUCATION AND EXPERIENCE

- Relevant post-secondary education
- Minimum 2 years of relevant experience
- Experience in the immigrant, refugee settlement and integration sector is an asset
- Equivalent education and experience may be considered

WORKING CONDITIONS

- Will work in an Office environment

HOURS OF WORK AND SCHEDULE

- 35 hours/week
- Tuesday - Saturday: 9am-4.30pm

WAGE & BENEFITS

- \$16/hour plus MERCs
- Standard Organization's Group Retirement Plan/Health and Dental Benefits

CONTACT INFORMATION

APPLY TO:

Acting Human Resources/Policy Manager
International Women of Saskatoon (IWS)
careers@iwssaskatoon.org

APPLY BY:

August 27, 2019

CONTRACT DURATION:

September 23, 2019 to March 31, 2020

NOTE

We also wish to advise that only those individuals who have been selected for an interview will be contacted.



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