

Job Search Assistant

The Job Search Assistant provides Client assistance and navigation through the Employment Services Centre in Enderby BC. The Job Search Assistant reports directly to the Employment Services Manager.

Key Responsibilities and Duties

- Assists Clients in locating and accessing employment-related information, resources and supports
- Makes Clients aware of other community resources and programs
- Provides Client assistance in accessing the self-serve resource area
- Determines Client needs for case management
- Monitors Client use of resource area and answers Client inquiries as needed
- Updates job board postings and assists Clients in responding to job postings
- Updates and replenishes resource area brochures and printed employment resource materials
- Demonstrates how to use computers and software to Clients as needed
- Assists Clients in registering for employment support services workshops
- Assists Clients with use of phone, fax, photocopier and printers as needed
- Assists Clients in locating and using local Labour Market information
- Provides information about employment-related programs and services
- Demonstrates to Clients how to access self-assessment tools in paper format or through the NexusBC web site
- Reports any Client issues or concerns to the Employment Services Manager
- Regularly evaluates Client feedback and suggests improvements to service delivery
- Works collaboratively with Employment Centre staff to ensure successful Client outcomes

Core Competencies

- Client-centred approach to service delivery
- Knowledge of local labour market, employment services and community organizations and resources
- Ability to multi-task in a busy environment accessible to the public
- Ability to communicate on many levels with diverse Clients
- Demonstrates professionalism through adherence to NexusBC policies and procedure and ethical guidelines
- Demonstrated commitment to continuous learning

Qualifications

- Post secondary education or equivalent experience in social services, employment services, counselling, life skills coaching or related field
- Knowledge of and experience working with unemployed individuals
- Knowledge of local employment issues, service providers, community groups and employers.
- Excellent computer skills
- Excellent communication skills