

## **Job Search Assistant-WorkBC Centre, Enderby**

At NexusBC, we are a small team in Vernon and Enderby who are here to help job seekers find employment. The Job Search Assistant (JSA) provides the smiling face that greets all visitors in our WorkBC Centre in Enderby BC. As the first contact in our organization, you will excel in this role if you are welcoming and driven to help job seekers succeed. It also helps if you are organized, detailed and can add a creative touch to our WorkBC resource room. The Job Search Assistant reports directly to the Employment Services Manager.

This is a 5 day/week (37.5 hours) position until December 1, 2022, at which time the role will tentatively be reduced to 3 days/week (22.5 hours). The wage is \$20-\$22/hour depending on experience and/or education.

### **Key Responsibilities and Duties**

- Assists visitors in locating and accessing employment-related information, resources and supports
- Makes visitors aware of available community resources and programs
- Provides visitor assistance in accessing the self-serve resource area
- Determines visitor needs for case management
- Answers visitor inquiries in person, over the phone or by email
- Updates job board postings and assists visitors in responding to job postings
- Updates and replenishes resource area brochures and printed employment resource materials
- Demonstrates how to use computers and software as needed
- Assists in registering for employment workshops and completing self-assessments
- Assists with use of phone, fax, photocopier and printers as needed
- Assists in locating and using local labour market information
- Regularly evaluates visitor feedback and suggests improvements to service delivery
- Works collaboratively with Employment Centre staff to ensure successful visitor outcomes
- Updates Facebook page regarding job fairs, job postings, and events
- Follows up with visitors to ensure job search needs are met, refers to case management as needed for job starts and supports
- Schedules appointments for Case Managers
- Sends orders for supplies needed to the Vernon Administrator
- Monthly petty cash reconciliation

### **Core Competencies**

- Visitor-centered 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 Visitors
- 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 considered an asset
- Knowledge of local employment issues, service providers, community groups and employers.
- Excellent computer skills
- Excellent communication skills
- The ability to trouble shoot and problem solve

### **Conditions of Employment**

You must be able to pass an RCMP for vulnerable sectors as a condition of employment.

At NexusBC, we offer a competitive wage, great benefits, flexibility and work life balance, and you get your birthday off with pay! If you are interested in applying for this position, please submit your resume and cover letter to [pmyers@nexusbc.ca](mailto:pmyers@nexusbc.ca) by August 22, 2022.