Vacancy Posting – Competition #2022-02-15 AA-C

Posting date: February 15, 2022
Closing date: Ongoing posting until suitable candidates have been selected
Position: Administrative Assistant (on-call casuals)
Hours of work: On-call between 8:30 am and 6:30 pm
Start date: As soon as possible
Reports to: Office Coordinator
Rate of Pay: $21.10 per hour as of April 1, 2022

The Inter-Cultural Association of Greater Victoria (ICA) helps immigrants and refugees meet their social, cultural, and economic goals. Comprised of dedicated staff and volunteers, ICA provides language instruction, support finding housing and employment and a range of other services. In addition, ICA is actively engaged in the community to strengthen connections between immigrants and those born in Canada. Through our work, we are building a strong, diverse, and vibrant community. ICA is a welcoming, passionate, and energetic organization that has been having a positive impact in the Greater Victoria region for nearly 50 years.

Job description
Provides welcoming reception services to clients over the phone and in-person. Serves as first point of contact for new clients. Screens clients and sets up client appointments with staff as needed. Administers interpretation/translation services for contract-funded activities, and the fee-for-service components of the program. May provide basic backup client navigation services and refer new clients to ICA programs. May provide casual support to other programs, such as Administration, Language, and/or Employment Services. Serves all individuals, including BIPOC, LGBTQ2+ and Indigenous, and those with diverse abilities. Reports to the Office Coordinator.

Qualifications
- Certificate or Diploma in a related discipline (office/business administration) or combination of education, training, and experience, within a high-volume office administration environment.
- Strong administrative and technical skills. Proficient with MS Office, QuickBooks Premier, OCASI Client Management System (OCMS), iCare or other related database, and Teams, would be an asset.
- Superior customer service/relations skills, working with immigrants, refugees, from a wide variety of cultural and ethnic backgrounds.
- Three years of previous work experience within social services, not-for-profit, and/or multicultural environment would be an asset.
- Keen understanding of diversity issues, experience working in multicultural settings.
- Proficiency in a settlement and/or resettlement language preferred.
- Indigenous cultural competencies and/or lived experience with Indigenous communities welcomed.
- Employment requires proof of full vaccination status or exemption documentation.

Key duties/responsibilities
- Greets guests in a welcoming and friendly manner.
- Answers the phone and/or in-person inquiries and refers to appropriate staff.
- Responds to routine queries in regard to ICA’s services.
- Processes cash, credit card and other financial transactions (fee-for-service programs, donations) as required, and enters transactions into the QuickBooks accounting system.
- Maintains message centre and staff mailboxes.
- Sorts and distributes incoming mail and prepares outgoing mail.
• Determines administration office supply needs and places orders with supplier. Checks delivered supplies against order placed to ensure accuracy and distributes supplies to staff as applicable.
• Ensures that reception area, photocopy space, supply/storage room and cabinets are maintained in a clean and tidy manner.
• Ensures that all photocopiers are stocked with paper on a daily basis.
• Administers the fee-for-service interpretation/translation services program:
  o recruits contracted interpreters and translators;
  o maintains a roster of qualified translators/interpreters;
  o ensures interpreters/translators receive appropriate training;
  o monitors expiry of contractor contracts and police information checks and ensures new contracts are signed and police information checks are up to date;
  o arranges interpreters for ICA programs;
  o arranges translation of documents into a variety of immigrant languages, as requested;
  o ensures contractor invoicing is timely and accurate; and
  o monitors payment of invoices.
• May provide basic backup client navigation services to new clients (determining eligibility; checking immigration documents; inputting client information into client management database system and making appointments with appropriate staff member).
• Creates awareness of anti-oppressive/social justice issues.
• Participates in training opportunities to stay current on issues impacting ICA’s clients.
• Participates in regular team and organization-wide staff meetings.
• Follows all ICA policies and administrative procedures.

Additional Information
• Some travel to community locations within Greater Victoria may be required. Occasional travel to locations in other parts of British Columbia for purposes like professional development, networking, or conferences may also be required.
• Some work outside of regular office hours, including evenings and weekends, will be required. Flex time schedules will be made to accommodate non-regular work hours. All overtime must be approved in advance.
• Valid BC driver’s license and access to a car would be an asset.
• As a condition of hire, a current, clear criminal record check, including vulnerable populations check, and proof of WHMIS training is required.

Submit a cover letter and current resume (in pdf. format), noting relevant qualifications, language proficiency and experience to the Inter-Cultural Association of Greater Victoria, Attention: HR Manager, via email to careers@icavictoria.org. This is an ongoing posting until suitable candidates have been selected. Please quote #2022-02-15 AA-C in the subject line.

Please note: This is a unionized position subject to the terms and conditions of our Collective Agreement and of our funding agreements with various funders. As per the Collective Agreement, internal applicants will be given consideration with respect to filling the position prior to external candidates being hired. This position is open to applicants of all genders. This position requires union membership. Only short-listed applicants will be contacted.