

**PROGRAM ASSISTANT – Casual
(Variable, On Call Hours) April 2024**

POSITION PURPOSE AND SUMMARY:

Guided by the vision, mission, and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the **Casual Program Assistant** provides support to IRCOM programs by;

- Welcoming visitors, program participants and tenants and addressing their immediate needs when offices are open to the public,
- Facilitating provision of coordinated services and programs across the organization, and
- Supporting programs in tenant and participant data entry,

This role works in cooperation with all program staff to meet the newcomer community's settlement needs. The **Casual Program Assistant** will exhibit and uphold IRCOM's core values of integration, diversity, advocacy and empowerment, and they will work in a way that is people-centered, holistic and partnership based.

CANDIDATE PROFILE: The Casual Program Assistant is:

- experienced in all aspects of office administration, scheduling, organizing, etc.
- highly skilled at communicating in person, via email, phone, posters and writing documents
- an accomplished and flexible multi-tasker, able to prioritize tasks amid competing demands
- an individual who enjoys and excels at customer service
- confident in representing the values, mission and services of IRCOM to all guests
- skilled in using Microsoft Office, business machines, and data management software
- a continuous learner, committed to excellence in teamwork

With the support and supervision of the Office Manager, the Casual Program Assistant will fulfill the following:

DUTIES AND RESPONSIBILITIES

Program Support (60%)

- Answer, screen and forward all incoming phone calls to correct departments by maintaining phone systems switch board, and assist with general inquiries. Place outgoing calls as necessary.
- Welcome and assist all office visitors, ensuring a safe and clean reception area when offices are open to the public
- Assist program participants and staff by providing program registration forms, providing reminders regarding upcoming events, etc.
- Answer Tenancy Services related questions from prospective tenants, share application information and housing eligibility rules, refer to staff for follow up

Program Support (20%)

- Organize, schedule and prepare program planning spaces for meetings, ensuring they are safe, clean, and welcoming to staff and guests
- Ensure program support supplies, food products are accessible and well- maintained
- Facilitate safety of participants, volunteers and staff by following security procedures and by monitoring and controlling front door access
- File, photocopy, scan, fax, collate, mail letters/packages, and prepare program reports and meeting minutes as needed or directed

Records Management (20%)

- Maintain staff and visitor logs for anyone on-site at IRCOM
- Maintain sanitation check-lists and schedules for IRCOM offices and program spaces
- Update information boards (i.e. media wall, bulletin boards, signage)

REQUIRED QUALIFICATIONS

- Minimum 2 years administrative experience
- Post-secondary education in a relevant field such as Business Administration
- Extensive computer experience with Microsoft Office applications (Outlook, Teams, Excel, PowerPoint, Word) and databases
- Superior customer service skills, attitude and experience
- Meticulous organizational skills and the ability to prioritize work amid competing demands
- Exceptional written and verbal communications skills, proven ability to deliver relevant and consistent messaging with demonstrated creativity.

- Demonstrated experience working in a very fast paced, multi-tasking program environment
- Ability to work as a team player as well as take initiative and work with minimal supervision
- Thorough knowledge of administrative, clerical procedures and operation of business machines
- Present a current Criminal Record Check and maintain a clear Child Abuse Registry Check
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <http://www.ircom.ca/about-us/work-here>)

DESIRED QUALIFICATIONS:

- Language(s) spoken by our communities, an asset
- Prior experience assisting with settlement sector programming

Wage: \$20.25/Hour

Benefits:

- Collaborative, family-friendly and supportive working environment

Schedule and location:

- This is a casual on-call position.
- The Casual Program Assistant hours will take place between 9:00a.m. and 5:00p.m., Monday to Friday when called
- Work locations vary between 215 Isabel, and 95 Ellen

Application Information and Process: All applicants must be legally entitled to work in Canada.

IRCOM as an organization seeks to reflect the community members it serves. We are committed to providing an inclusive, accessible environment, where all employees, volunteers, tenants and program participants feel valued, respected, safe and supported. IRCOM strives for employment equity. Interested applicants can identify themselves as belonging to any of the following groups: women, Indigenous peoples, visible minorities, and/or persons with a disability. We are dedicated to building a workforce that reflects the diversity of the communities we serve, and to creating an environment where every employee has the opportunity to reach their potential.

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications.

HR - Selection Committee
 95 Ellen Street
 Winnipeg, Manitoba R3A 1S8
 Email: hr@ircom.ca
 Fax: 204-943-4810

Review of applications will begin at Thursday April 25, 2024 and will continue until the position has been filled.

We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If contacted to participate in the process, please advise if you require an accommodation. If you require an accommodation for the recruitment/interview process (including alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.