

POSITION POSTING - CLIENT ADVISOR
CARE - CAREER ASSISTANCE AND RESOURCES FOR EMPLOYMENT
SALT SPRING ISLAND, BC

Part-Time, Leave Replacement - \$16.32 per hour

CARE – an initiative of ETHOS Career Management Group Ltd. - provides innovative, client-centered career solutions and offers essential tools to guide individuals back to employment. With onsite workshops, online modules, one-to-one career/employment counselling, and self-help resources, the CARE Team offers jobseekers leading-edge, high quality employment services. As a member of the Client Services Team, the *Client Advisor* plays a key role as the first point of contact for all clients arriving at CARE. In addition to maintaining a user-friendly and welcoming reception area, the *Client Advisor* provides registration services to clients, responds to enquiries from the public, assists clients in the CARE Resource Room, and books client appointments.

Client Service

- Greet clients and provide reception duties, answer and determine the nature of incoming calls, book client appointments and direct calls to appropriate authorities
- Respond to enquiries and requests for information from clients, the general public, business community, government and community agencies, community capacity building
- Coach clients in computer-based job search activities and independently developing and maintaining resumes to support active job search activities
- Assist clients with faxing, photocopying, and basic computer applications
- Provide assistance, in person and/or over the phone, to clients and other members of the public, some of whom may have emotional, physical or mental conditions or language difficulties that act as barriers to communication; respect diversity

Information Resource Management

- Compile month-end data for front-end statistics and summary of front-end activities
- Provide support to Career Counsellors including word processing, phone calls, data entry, photocopying, filing and maintaining reports for statistical purposes; good analytical skills
- Perform opening and closing procedures

Professional Management and Interpersonal Competence

- Demonstrate awareness of one's own capabilities and understanding of when to draw upon others' expertise; a positive attitude and professional conduct are vital
- Initiate and lead projects; work with teams
- Demonstrate highly developed written and oral communication skills

Essential Qualifications

- Post Secondary education with a Diploma in Human Services, Administration or combination of education, training, and experience
- Training in, or working knowledge of, Microsoft software applications; particularly Word, Excel, Access, PowerPoint, Outlook and Publisher
- Experience with Internet research
- Front line experience working in a demanding and fast-paced environment

Preferred Qualifications

- Preference will be given to those with experience providing services to unemployed clients
- Bilingual or multi-lingual status would be considered an asset

How to Apply:

Please submit a cover letter and resumé **via email** and clearly indicate the position applied for in the subject line. Email hr@ethoscmg.com. Closing 4:30PM **November 12, 2008**.

*We thank all applicants for their interest in ETHOS Career Management Group Ltd.
Only short listed candidates will be contacted.*