



PRINCE GEORGE
CLIENT SUPPORT WORKER (ASETS)
TERM POSITION

MARCH 2019 TO APPROX. SEPTEMBER 27, 2019

Métis Nation British Columbia develops and enhances opportunities for our Métis communities by implementing culturally relevant social and economic programs and services. Through teamwork, respect, dedication, accountability, integrity, and professionalism MNBC strives to build a proud, self-governing, sustainable Nation in recognition of Inherent Rights for our Métis citizens.

PURPOSE

Client Support Workers provide assistance and information to prospective clients of the MNBC Metis Employment & Training Program on all aspects of job search. Client Support Workers assist the Program Coordinator to deliver the services to the community.

RESPONSIBILITIES:

- Answer phones; take messages, filing, and maintaining incoming /outgoing mail log
- Employment Assistance Services and reporting
- Provide assistance with resume writing, cover letters, referrals, communication and job searches
- Research labour market conditions in each respective region
- In some cases, accounting procedures and other administrative operations are performed
- Ensure accountable and equitable service to Métis clients
- Ensure participation of the leaders, representatives, and Métis citizens of the region
- Provide an application to client, in person or via mail and explain requirements of application and deadlines
- Work with clients to ensure that applications are complete
- Sets up and assists in the maintenance and upkeep of client files on computer
- Request tab application forms and create physical file
- Enter Clients into ARMS
- Collect and record monthly progress reports
- Create Client training agreement packages
- Collection of completion documents to close client files
- Digitally archive client records/files
- Assisting in the delivery of services based on policy, process and specified regulations

Formal Education/Training Required

- Grade 12 or equal
- Supplementary post-secondary in Office Administration
- Several years' experience in services related to labor market research, client support in all areas of job search
- MNBC may consider candidates who demonstrate equivalent combination of education and experience (reduced education requires proportionately more experience)

Knowledge, Skills and Experience Required

- Should enjoy learning about many kinds of occupations, be able to listen and ask questions effectively and have patience and understanding



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- Should have a strong desire to help others and should be able to negotiate
- Require the ability to inspire respect, trust and confidence
- Have a strong ability to prioritize workload
- Good communication and analysis skills
- Knowledge of computers e.g. Excel, Word, Outlook and Access, adaptability and flexibility are important
- A willingness to collaborate with others
- Have a good understanding of the Métis culture and a willingness to learn
- All applicants **MUST** possess a Class 5 driver license

OTHER COMMENTS

- Other duties may be assigned as needed to help ensure efficient operation of MNBC

To apply for this position please submit your application to:

Linda Koster
Human Resources Manager
Metis Nation British Columbia
Email: lkoster@mnbca

Deadline for applications: Wednesday March 20, 2019 4:30 p.m.

Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants of Aboriginal ancestry.