

Job Posting: Receptionist/Intake Worker - On-call position

JOB OVERVIEW

The **Receptionist/Intake Worker** is the first point of contact for new clients. The Intake worker will provide an initial assessment of clients' needs and make appropriate referrals to the Settlement Practitioners or self-help resources.

DUTIES/RESPONSIBILITIES:

Reports to: Executive Director

Reception duties:

- Answer incoming calls and listen compassionately to callers
- Book clients with the settlement staff according to their needs
- Gather and record vital information regarding client's needs
- Verify all information relevant to meeting the client's needs
- Review and analyze information gathered during intake
- Identify needs and possible sources of help
- Ensure needs to be referred are manageable and specific
- Refer clients to the most appropriate services and/or resources within the agency
- Maintain staff work load balance
- Maintain client files and confidentiality of the organization
- Provide administrative support to all staff members as required
- other duties as assigned

This position will remain open until it is filled.

Agency: Immigrant & Multicultural Services Society of Prince George

Salary: \$19.41 per hour (as per BCGEU collective agreement)

Current hours of work: On Call - Monday to Friday, 9am – 4.30pm

BCGEU: "This position requires union membership".

To apply: E-mail your resume and cover letter to Frank Robertson <frankr@imss.ca>

*only selected applicants will be contacted. No phone calls please.