

**External Posting
Employment Services Administrator
Greater Victoria**

GT Hiring Solutions 2005 Inc. is seeking to fill the position of **Employment Services Administrator** under the WorkBC Employment Services Program in our Greater Victoria catchment. The estimated start date for these positions is no later than April 1, 2019.

GTHS has been a leading provider of high quality employment services on Vancouver Island since 1994, with a mission to work to improve the lives of our Clients by helping them achieve their employment goals while delivering exceptional services. We do so by having fun, being innovative, and championing our team. Placing principles before profit, we are held accountable to the collective conscience of our team, partners and the communities in which we live and work. Openness, honesty, a respectful workplace, as well as a sincere desire to see people and communities grow are the underlying principles that drive all of our actions.

Scope and Purpose

As the first point of contact for WorkBC Employment Services, the **Employment Services Administrator** is responsible for a comprehensive variety of administrative, financial support and reception tasks within the WorkBC Centre; ensuring the effective daily front-end operations of the office. Consistently and proactively demonstrating a team approach to service delivery, this role is key to the positive and ongoing engagement of Clients 'from the start' of their experience in the WorkBC Centre; constantly presenting a positive, responsive and informed attitude and service delivery that supports the collective WorkBC Centre team.

Required Minimum Experience, Knowledge, Skills and Abilities

- Post-secondary diploma or certificate; with a focus on administration or an equivalent preferred
- A minimum of 3 years administration experience preferably in the field of employment, counselling or other support services industry with high client activity
- Demonstrated experience providing services and support to individuals with complex barriers
- Excellent oral and written communication skills
- Proven ability to successfully work with and support individuals from a broad range of cultural backgrounds based on a sensitivity to, and understanding of, the unique challenges they may face;
- Proven experience in a busy customer-service focused role with the ability to effectively problem-solve and resolve conflicts both in-person and in a virtual service delivery environment



- Strong administrative skills and computer proficiency with specific emphasis on MS Office (Word, Excel, Outlook), and customized databases;
- Bookkeeping or basic accounting experience desired; including the proven ability to accurately balance petty cash and maintain inventories
- Proven ability to consistently develop rapport and collaborative working relationships with diverse clients, team members, Contractors, and the general public
- Alignment with and ability to display GTHS organization core values of: integrity, excellence, continued growth and development, compassion, partnerships and passion
- Multilingual (English plus French or another language) with the ability to communicate effectively both verbally and in writing is preferred

Please Note: A clear criminal record check and/or certified criminal record report including vulnerable sector check is mandatory from your local police department. (Can be dated within the past 12 months)

Competitive salary and benefits offered.

Please respond by email with the position identified as **EmployServAdminVictoria** in subject line and attach a cover letter and resume outlining your experience and qualifications. Applications must be received by **4pm on Friday, March 15th, 2019**. Please send your application package to hr@gthiringsolutions.ca

GT Hiring Solutions values the diversity of the people it hires and serves, fostering a workplace in which individual differences are recognized, appreciated, respected and responded to in ways that fully develop and utilize each person's talents and strengths and better serve our community. Applications from qualified candidates of all backgrounds are encouraged for this posting.