

## **Job Posting: Intake Worker**

### **Full time: 35 hours per week**

#### **JOB OVERVIEW**

The **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.

#### **QUALIFICATIONS:**

- Post-secondary education in Business Administration
- Good telephone etiquette & customer service skills
- Ability to work in a multicultural & multilingual setting
- Demonstrated cross-cultural communication skills
- Knowledge of basic initial service needs assessment
- Ability to work independently and cooperatively
- Demonstrated problem solving skills
- Familiarity with Microsoft Office applications
- Reliability and dependability
- Time management skills and multi-tasking ability
- Ability to work under pressure and prioritize tasks
- Strong organizational skills
- Skills in using all office electronic devices
- Ability and interest in taking initiative, being flexible, adapting to change and contributing in a team environment
- Two years related recent experience

#### **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
- Coordinate, prepare, edit and/or proofread documents such as correspondence, presentations, and reports

- Coordinate meetings, conference calls, and events pertaining to a function or sub-function, etc., organize materials and take minutes (Board, Staff and Annual General Meeting)
- Prepares Annual report, Newsletter, brochures
- Maintain IMSS website, post events and job advertisements
- Timely update of volunteers and members list
- Maintain staff work load balance
- Maintain client files and confidentiality of the organization

**Office administration :**

- Schedule and co-ordinate meetings, book rooms and order refreshments
- Order and monitor the use of supplies
- Gather staff time sheets and cheque requisitions for approval by the Executive Director
- Responsible for mailing and arranging courier pick ups and drop offs
- Deposit cheques and cash
- Responsible for monitoring building maintenance needs
- Promote a positive work atmosphere by interacting and communicating in a professional manner that demonstrates mutual respect with staff, students and clients
- Provide administrative support to all staff members as required
- Other duties as assigned

**This position will remain open until it is filled.**

**To apply, qualified applicants please e-mail a cover letter and resume to : [imss.pg@imss.ca](mailto:imss.pg@imss.ca)**

**\*Only selected applicants will be contacted. No phone calls please.**