

INTERNAL & EXTERNAL JOB POSTING

Program Assistant, Language Services (2 positions)

One fixed-term contract and one short-term contract until end of December 2021

ISANS is seeking two full-time **Program Assistants, Language Services** to provide effective and efficient administrative support to both clients and the Language Services team. Reporting to the Supervisor, Administration and to the Manager, Language Services, the Program Assistants will be responsible for:

Duties and Responsibilities:

- Provide a positive and welcoming frontline support to clients and staff; via in- person, phone and email
- Process referrals to Language Service Programming (NewOrg, ISTEYD)
- Manage waitlists for various language programs, ensuring
 - Client information is up to date
 - Eligibility requirements are met (funder's, program and language assessment)
 - Childcare needs, if applicable are recorded
 - Transfer date to funder's database (ICARE)
 - Waitlist records are updated every 60 days and recorded in New Org and ICARE if applicable
- Register clients into language programming, ensuring
 - Program specific eligibility is met
 - Children are enrolled in childcare if eligible and required
 - Clients are entered into all applicable databases; NewOrg, ICARE, LaMPSS
 - Instructors are informed of client changes
- Manage client records and requests for language programming,
 - Enter and update benchmarks
 - Progress clients for level advancement
 - Disenroll clients from programming
 - Process requests for Leave
 - Update client information as needed
 - Process requests for letters, certificates and student IDs
 - Process requests for schedule and programming changes
 - Make referrals to other programs and services as needed
 - Ensure all relevant databases are updated
- Class management
 - Set-up, close language classes as needed, ensuring information is kept accurate in all relevant databases
 - Monitor class occupancy and attendance levels
 - Cancel classes as required
- Client Support
 - Provide clear expectations and information around programming requirements and waitlist timelines etc.
 - Provide general information on programming options and availability, making referrals to Language Counselling as needed
 - Receive and process client complaints in accordance to established processes
 - Follow up with clients in regards to waitlist needs, attendance issues, childcare information, general inquiries etc
- Keep abreast on programming, funding requirements and eligibility within language programs
- Administer program evaluations and compile analytics
- Adhere to and enforce all language services programming processes and policies

- Work with the team to create and maintain effective and efficient administrative processes for organizing and compiling required data to accurately and timely respond to program needs
- Record, process and store all documents and information in accordance with established procedures, ensuring accurate case notes are entered for all client interactions
- Coordinate, communicate and collaborate on the sharing of client information with instructors, intake, cross-team program coordinators, and other third-party organizations as per established policies and processes
- Coordinate the use of interpreters as needed for communication, message delivery, and onsite meetings
- Order and issue bus tickets to instructors and clients adhering to established policies
- Provide backup support to reception staff

The ideal candidates for this position will have the following:

Education:

- Administrative Assistant certificate/diploma an asset
- Equivalent combination of education and experience will be accepted

Experience:

- 2 years' experience in a similar position
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience with computer programs and databases; data input, queries, generating/developing reports, spreadsheets, presentation documents

Skills:

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organization skills
- Proficient with MS Office applications, especially excel
- Additional languages an asset

Terms of Employment:

- Two positions: one fixed-term contract to March 31st, 2021, renewable pending funding confirmation and one short-term contract to December 31st, 2021.
- Full-time, 35 hours per week (flexible hours: day or evening)
- During the COVID-19 pandemic, your work location may be at ISANS' office or at home. Work location will be determined by operational requirements, public health recommendations, and government requirements.

Commencement Date: ASAP for the fixed-term contract and April 1st for the short-term contract

Closing Date: Friday January 22nd, 2021 – 4:00pm.

To apply: Please e-mail your resume and cover letter merged into one document to careers@isans.ca, stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity, and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

**We wish to thank all applicants for their interest and effort in applying for this position.
However, only candidates selected for interviews will be contacted.**

