



Immigrant and Refugee
Community Organization of Manitoba

IRCOM House Ellen
95 Ellen Street
Winnipeg, MB R3A 1S8

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IRCOM House Isabel
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PROGRAM ASSISTANT

(Permanent, Full-time - 37.5 hours/week)

May 2019

POSITION PURPOSE AND SUMMARY

Guided by the vision, mission, and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the **Program Assistant** provides support to IRCOM programs by;

- Welcoming visitors, program participants and tenants and addressing their immediate needs,
- Assisting After School Programs, Child Care Program, Community Resource Programs, Newcomer Literacy Initiative, Volunteer and Community Engagement Programs, and others,
- Facilitating provision of coordinated services and programs, and
- Managing tenant and participant records

Reporting to the Operations Manager, this role serves as the initial contact for the general public & program participants to IRCOM. This role works in cooperation with all program staff to meet the newcomer community's settlement needs. The **Program Assistant** will exhibit and uphold IRCOM's core values of integration, diversity, advocacy and empowerment, and they will work in a way that is people-centered, holistic and partnership based.

DUTIES AND RESPONSIBILITIES

Program Support (60%)

- Answer, screen and forward all incoming calls to correct departments by maintaining phone systems switch board, and assist with general inquiries
- Welcome and assist all office visitors, ensuring a safe and clean reception area
- Assist program participants and staff by completing program registration forms, providing reminders regarding upcoming events, explaining program criteria, etc.
- Answer housing related questions from prospective tenants, share application information and housing eligibility rules, refer to external housing partners for additional options beyond IRCOM House
- Develop and implement efficient administrative procedures to assist in registration, scheduling priorities, space requirements and other community resources in collaboration with other programs
- Assist Operations Manager with logistics for program and organizational needs
- Provide support to the Director of Programming from time to time as required

Program Planning Support (20%)

- Organize, schedule and prepare program planning spaces for meetings, ensuring they are safe, clean, and welcoming to staff and guests
- Ensure program support supplies and inventory, including equipment, paper and food products are accessible and well-maintained
- Facilitate safety of participants, volunteers and staff by following security procedures and by monitoring and controlling front door access
- Develop and assist in implementing new support procedures in collaboration with supervisor
- File, photocopy, scan, fax, collate, mail letters/packages, and prepare program reports and meeting minutes as needed or directed

Records Management (15%)

- Enter participant data into iCARE and other databases as required
- Assist in collection, storage and management of participant or tenant records
- Ensure participant and organizational hard copies and digital information are accurately filed
- Organize and maintain hard copy and computerized information filing systems for programs
- Maintain up-to-date contact lists for various groups, i.e. participants / tenants, program waitlists, staff
- Ensure various information boards (i.e. media wall, bulletin boards, signage) are accurate & current
- Create, label and maintain up-to-date inventory of all IRCOM hardware (computers), software, licenses, and other office equipment, etc.
- Assist Communications Specialist as required

Information Technology Assistance (5%)

- Support participants & program staff in use of technologies (phone, copier, projector, computers, etc.)
- Monitor website for accuracy and currency of information available to participants and the community
- Troubleshoot equipment issues and alert Operations Manager of emerging needs
- Request repair and servicing as needed

QUALIFICATIONS

- Minimum 3 years administrative experience OR post-secondary education in a relevant field such as Business Administration plus a minimum 2 years direct program and/or administrative experience
- Extensive computer experience with Google and Microsoft Office applications (Outlook, Excel, PowerPoint, Word and Publisher) and Sharepoint
- Prior experience assisting with settlement sector programming an asset
- Superior customer service skills, attitude and experience
- Meticulous organizational skills and the ability to prioritize work
- Strong written and oral English communication skills
- Demonstrated experience working in a very fast paced, multi-tasking program environment
- Ability to work as a team player as well as take initiative and work with minimal supervision
- Experience in trouble shooting computer, printer and phone technology issues
- Thorough knowledge of administrative and clerical procedures
- Present a current Criminal Record Check and maintain a clear Child Abuse Registry Check
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <http://www.ircom.ca/about-us/employmentopportunities/>)

Wage: \$18.30f/hour

Benefits: Group Insurance Plan with extended health, dental, life and AD&D insurance
Professional development opportunities
Collaborative, family-friendly and supportive working environment

Application Process: All applicants must be legally entitled to work in Canada.

Employment Equity is a factor in selection. Applicants are requested to indicate in their covering letter or résumé if they are from any of the following groups: women, Indigenous people, refugees, immigrants, visible minorities and/or persons with a disability.

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications.

Applications must be submitted by **12 pm, noon on Saturday, May 10** to:

HR - Selection Committee
95 Ellen Street
Winnipeg, Manitoba R3A 1S8
Email: hr@ircom.ca
Fax: 204-943-4810

We thank all who apply and advise that only those selected for further consideration will be contacted.