

**World Skills Employment Centre Internal Job Posting**  
**Program Support and Reporting Assistant, JSW, WLT, CAN**

<b>Term:</b>	<b>Maternity leave replacement</b> Full time position (35 hours per week) to March 31, 2024 with possibility of extension until September 2024
<b>Application process:</b>	Please send your cover letter and resume saved as one file with <b>Your Name_Program Support</b> as the subject heading to <a href="mailto:hr@ottawa-worldskills.org">hr@ottawa-worldskills.org</a>
<b>Deadline:</b>	Sunday, August 13, 2023
<b>Salary and Benefits:</b>	\$23.89 per hour plus a comprehensive benefits plan including health, dental, RRSP and vacation leave

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**POSITION SUMMARY:**

World Skills Employment Centre, a not-for-profit employment centre for new Canadians, is seeking to fill the position of Program Support and Reporting Assistant. This position supports three programs (Job Search Workshop, Workplace Language Training, and Career Access for Newcomers) and reports to two supervisors (Director of Client Services and Manager of Workplace Language Training).

The main role of this position is to provide administrative, scheduling, data and reporting support to World Skills programs. This individual is an integral member of the World Skills team, working closely with multiple staff across the organization and supporting intake and assessment for all World Skills clients.

**MAJOR RESPONSIBILITIES:**

**Administrative Program Support**

- Schedule and register all clients for the pre-employment group services including: workshops (JSW and CAN); and language classes (WLT). This includes all necessary communication and follow up with clients and staff
  - Maintain client attendance records for World Skills events, workshops and classes
  - Communicate with staff, clients, teachers and facilitators to ensure the program guidelines are followed
  - Act as a source of information (e-mail, telephone and walk-ins) and refer clients to appropriate resources in collaboration with Reception
  - Create and maintain forms, spreadsheets and other document templates to optimize the work and to improve the flow of information
  - Work closely with the program managers to identify potential challenges in the service delivery and recommend solutions as applicable
  - Contribute to the efficient flow of information across World Skills teams and with partner organizations.
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- Handle all clerical, logistical and administrative duties as required (preparation of materials; coordination of logistics; development and maintenance of files; etc.)
- Attend staff meetings, team meetings and other external meetings as required and share best practices with colleagues
- Provide back up support to other administrative colleagues across the organization, including the receptionist
- Perform other duties from time to time, as required by the organization

### **Data Entry and Reporting**

- Input and track program specific client data into the various databases/spreadsheets in support of programs reporting requirements
- Maintain, report, and provide insights using the output (i.e. Data collected) from different tools to strategically inform understanding about the program and clients
- Develop tools as needed to promote standardization across the various client requests for information to ensure efficiency and quality
- Develop and build reports using reporting tools that deliver accurate and effective information to diverse audiences
- Support the team with the maintenance of robust processes and procedures to allow for efficient workflow compliance with reporting and project requirements
- Ensure the accuracy of program-related data which is incorporated into project reports
- Collaborate with other staff and stakeholders to ensure the creation of efficient reporting solutions that meet all functional project needs
- Enter and maintain client information (referrals, notes etc.) in centralized profile tracking system and database
- Contribute to narrative and other reports as required
- Provide weekly/monthly/quarterly reports as required

### **QUALIFICATIONS:**

- Completion of a degree, diploma or certificate in a related field with 1-3 years of progressive administrative experience
  - Fluency in English (oral and written) is essential, and other languages are highly desirable (e.g. French, Arabic, Ukrainian)
  - Advanced skills in communication, writing, MS Office and current technologies
  - Experience with data entry and reporting using various databases and computer software applications
  - Excellent customer service skills
  - Understanding of the challenges faced by newcomers to Canada
  - Flexible, responsive and open to learning and contributing to a range of organizational activities to add value to our work
  - Sound intercultural communication skills, diplomacy, maturity and integrity
  - Proven ability to work effectively as part of a team in a multi-cultural environment
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- Ability to maintain confidentiality is imperative
- Ability to work under pressure, to communicate effectively (verbal and written), to establish priorities and deal with tight timelines
- Ability to recognize the need for change and to develop plans for change where necessary
- A strong work ethic having the needs of the organization and the clients as the primary priority.

World Skills operates in a hybrid environment. This position is currently expected to work in the office a minimum of 1 day per week, plus in-person meetings or events as required. In the future, staff will be expected to work in the office 2-3 days a week.

World Skills Employment Centre is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including in the recruitment process upon request. If you are selected for an interview and you require accommodation due to a disability during the recruitment process, please notify the HR Manager upon scheduling your interview. We encourage applications from qualified people of all backgrounds, including women, member of visible minorities, Aboriginal peoples, LGBTQ++ and persons with disabilities.

**Thank you for your interest in this position; only candidates selected for an interview will be contacted.**