

Youth Employment Services Manitoba (YES Manitoba) is seeking a full-time Resource Area Assistant.

This position supports clients in our Resource Area and manages the organization's reception duties. As the first point of contact for clients and community members, you will be the welcoming face of YES Manitoba—approachable, friendly, and able to determine client needs.

- Position:** Resource Area Assistant
- Hours:** 37.5 hours per week (Monday – Friday, 8:30 a.m. – 4:30 p.m.)
- Start date:** ASAP
- Salary:** \$18.00 to \$20.00 per hour
- Location:** Youth Employment Services Manitoba
614 – 294 Portage Ave, Winnipeg, MB

This position requires in-person, in-office duties. Appropriate health and safety precautions will be taken at all times.

Responsibilities:

Reporting to the Office Manager, the Resource Area Assistant oversees all Resource Area activities and day to day reception duties. This includes:

- Greeting, directing, and orienting all YES Manitoba clients and guests.
- Managing and directing all general inquires via telephone and email; responding to questions about programming, client eligibility, hours, etc.
- Assisting clients with basic job searches, career and training exploration, online job applications, and resume and cover letter writing.
- Providing clients with basic technological support, including computer and internet access, telephone, fax machine, and printer usage, and setting up email accounts.
- Monitoring Resource Area to ensure clients adhere to organizational policies and maintaining cleanliness and functionality of Resource Area.
- Preparing and maintaining sufficient quantities of client resources and organizing monthly schedule of events.
- Scheduling client appointments; updating and reviewing staff calendars daily for accuracy and changes; notifying staff of scheduling conflicts and working to adjust accordingly.
- Performing general office and clerical duties such as faxing, photocopying, filing, recording information, data entry, and processing mail and deliveries.
- Working closely with Administration Coordinator to ensure all daily operations run smoothly.
- Inputting daily and weekly data into appropriate database; assisting with month-end reporting.
- Supporting website maintenance, as required.
- Other duties, as assigned.

The Resource Area Assistant will possess the following qualifications and attributes:

- Minimum Grade 12 education required; completion of recognized post-secondary program is considered an asset. A combination of education and experience will be considered.
- Strong computer and keyboarding skills, with proficiency in Microsoft Office Suite and Office 365, including spreadsheet and database software.
- Excellent interpersonal skills; comfortable working with a wide variety of people exercising a non-judgmental, trauma-informed, and respectful approach.
- Demonstrated ability to handle conflict and difficult situations in a professional manner.
- Able to follow direction, learn new tasks quickly, and work with minimal supervision.
- Organized and attentive to detail; strong time management skills.
- Strong written and verbal communication skills.
- First aid and trauma informed care/mental health first aid training an asset.
- Customer service experience an asset.
- Knowledge of and/or experience accessing YES Manitoba services is a bonus!

This position requires a current satisfactory Criminal Records Check (including Vulnerable Sector Search), and Child & Adult Abuse Registry as conditions of employment. A security check is considered current if it was obtained no more than six (6) months prior to the start of employment. Only original copies of the CRC, CARC, and AARC will be considered acceptable for the purposes of this policy.

YES Manitoba requires all staff to be fully vaccinated for COVID-19.

We are committed to a workforce that reflects the diversity of those we serve. We encourage applications from all qualified individuals including applications from all cultures, racialized communities, abilities, diverse sexual and gender identities and others who may contribute to the further diversification of ideas. If you identify as First Nations, Métis, Indigenous, racialized, a member of the LGBTQIA2S+ community, a person with a disability, and/or a member of a marginalized community (i.e. Foster Care), you are encouraged to indicate this in your cover letter.

YES Manitoba provides free, inclusive employment services for youth ages 16 to 29. Our purpose is to help youth realize their potential to become self-sufficient. We strive to create a warm and welcoming environment for clients, community members, and staff. We meet people where they are and for who they are.

YES Manitoba offices are located on Treaty One territory, on the traditional territory of the Anishinaabe, Cree, Oji-Cree, Dene, and Dakota Peoples, and the Homeland of the Metis Nation.

Please email your cover letter and resume to hr@yesmb.ca, including "Resource Area Assistant" in the subject line. Applications will be accepted until 12:00 p.m. on Monday, September 26, 2022 or until the position is filled.

Please note, interviews will be schedule with potential candidates as applications are received.

We thank all who apply but only those selected for an interview will be contacted.