

**BC Public Service**

**Ministry of Social Development and Poverty Reduction**

**Multiple Locations**

**Client Services Worker**

**Are you a service-oriented team player with administrative skills?**

**Salary** $42,059.60- $47,440.52 annually

***Please note this is an ongoing posting without a scheduled close date. The posting close date will be added to the posting* one month *prior to the posting close date. Applications will be reviewed on a* monthly basis at the end of every month*.***

**This posting is to establish a pre-qualified pool of applicants (applicant inventory) who will be eligible to apply on full-time, permanent part-time, and temporary positions in Income Assistance offices in multiple locations.

Client Service Workers (CSWs) play a valuable role in the Service Delivery Division’s service to British Columbians seeking income and disability assistance. Working closely with other CSWs and Employment Assistant Workers, CSW’s provide important administrative support, working comfortably in numerous computer programs to complete a wide range of tasks in a diverse and busy client service environment. Client Service Workers may serve clients in person, over the phone, or by other virtual means. The Service Delivery Division team is large and represented throughout the Province, yet close knit. You will build close relationships with coworkers located physically in your office, and in other communities, by using online meeting tools and other technology. The CSW role is challenging and busy, so being a supportive team player and maintaining a positive team culture is critical.**

Qualifications for this role include:

* Secondary school graduation or equivalent and experience working in a professional office and a high volume client service environment.

Preference may be given to applicants who have experience with the following:

* Significant experience delivering a high standard of client service in a high volume, fast paced, rapidly changing environment (in-person, via virtual technologies or over the telephone; recent experience is preferred.
* Integrated Case Management System (ICM)
* Records management systems (ARCs/ORCs, TRIM, CRMS, MIS)
* Working in a social services environment (i.e. health care, children & family, legal services, disability associations, etc.)
* Working in a client services environment within the banking/financial sector.
* Providing financial and administrative support.
* Experience and/or training in conflict management

**To learn more, including how to apply online, please visit:**

**https://bcpublicservice.hua.hrsmart.com/hr/ats/Posting/view/59254**