

## **Client Services Support**

Full Time, 37.5 hours per week

### **Job Purpose**

The BC Association for Individual Technology and Supports for People with Disabilities (BCITS) is looking for an enthusiastic individual to support our dynamic team. This pivotal position includes a wide range of duties necessary to coordinate the delivery of services to clients with physical disabilities. In a client-centred environment the position provides support to the internal staff, external stakeholders and the clients in a manner that reflects our vision. The position requires a positive individual with outstanding administrative and interpersonal skills as well as a strong belief in exceptional customer service.

### **Client Services and Office Support Duties and Responsibilities**

- Receive client service applications/prescriptions and guide the applicant in a supportive manner as they apply for services.
- Create, maintain and distribute client files correspondence and information.
- Receive inquiries from clients, determine actions required, then assign work orders to staff.
- Input and process in the MS Access database assessment forms and assign work orders.
- Process and distribute information in an appropriate and a professional manner.
- Monitor and record telephone activities and assign follow up actions when required.
- Organize, coordinate and book classes in coordination with an instructor.
- Monitor incoming email.
- Shipping and receiving equipment and supplies.
- Liaise with staff regarding client service requests.
- Perform a variety of support responsibilities for managers and staff.
- Other administrative and office support tasks.
- Must be capable of lifting equipment and traversing stairs.

### **Personal Skills Requirements and Job Qualifications**

- Good organizational and time management skills
- A self-motivated individual with ability to work independently
- Excellent client service skills
- Outstanding English skills, both written and verbal
- Proficient computer skills and experience with MS Access
- Able to collaborate effectively with clients, colleagues, and health care professionals
- 2+ years of experience, ideally working in a fast paced environment
- Strong people skills – someone who is warm, friendly and compassionate
- Someone who is seeking a long-term position
- A good sense of humor

Please visit our website at [www.bcits.org](http://www.bcits.org) for more information about our organization. Interested applicants please send your resume to, [info@bcits.org](mailto:info@bcits.org), with a covering letter including your pay range, by September 17th 2017.

Only those selected for an interview will be contacted. Thank you for your interest.