



Program Time Line

- November 28 – January 31, 2017
ACCESS ESAF recruitment of qualified and interested candidates

➤ PHASE I

February 6 – March 31, 2017

- This 8-week program will be delivered at the ACCESS ESAF training site in New Westminster - Funding is available during this period.
- This phase will include:
 - Essential Skills Enhancement
 - Typing Speed & Accuracy
 - Communication
 - Resume and Interview Skills
 - City of Vancouver 3-1-1 facilitated
 - Orientation
 - Double Plugging
 - Skill Testing
 - Phone Interviews
 - Panel Interviews
 - Intern Selection

➤ PHASE II

April 3, 2017 – March 31, 2018

- Full time Internship Training at the 3-1-1 Contact Centre – City of Vancouver - Paid position

About ACCESS ESAF

Our innovative approach to training is focused on the development of job skills required for specific job positions. Through this bridge of employer partnerships and customized training, our learners have the tools to support continued successful employment.

Essential Skills are the skills needed for work, learning and life. They provide the foundation to learn a multitude of skills that enable our Indigenous learners to evolve and adapt to changes within the workplace.

The 9-Essential Skills

- Reading
- Document Use
- Numeracy
- Writing
- Oral Communication
- Working with Others
- Thinking
- Computer use
- Continuous Learning

Essential Skills For Aboriginal Futures

In partnership with:



**3-1-1 Call Centre
Citizen Service Internship**

Play a key role as an ambassador of the City of Vancouver; consider a career as the City's customer service 'voice' by becoming a 3-1-1 CSR

14-Month Program

Feb 6, 2017 - March 31, 2018

Funded by
Canada

About the Program

The purpose of creating this distinct internship program is to allow people from the Indigenous community who don't meet the current base qualifications for a Citizen Service Representative (CSR1) position to develop the necessary knowledge, skills and experience over 12 months to help them compete for a (CSR1) position with the City of Vancouver.

CSR Main Purpose & Function

To provide callers with answers to their questions, concerns and service requests in a timely manner, while leaving them with a positive feeling about their interaction with the City, regardless of the initial call issue.

The 3-1-1 Contact Centre is shifting towards a new digital frontier that requires our Citizen Service Representatives to take their exceptional customer service skills and blend them into and thrive in an online environment.

The technology is one of the most dynamic parts of the CSRs role, as it is constantly evolving and changing. The CSR uses various technology throughout each interaction and must be able to troubleshoot, problem solve, and adapt quickly to meet the needs of the caller and the call center.

Education & Work Requirements

- Grade 12 completion or GED
- Accurate keyboarding at 30 wpm
- 1-Year Demonstrated Customer Service experience

Skills and Abilities

- Communicate in English clearly and effectively both verbally and in writing
- High level of confidence in working with technology and social media
- Unwavering professionalism
- Willingness to learn
- A "can-do" attitude
- Enjoy a challenge
- Must be available for shift work

The Digital CSR is internet savvy and is comfortable using social media platforms such as Twitter, Facebook, YouTube, and Instagram.

Eligibility

- Indigenous ancestry and able to work in Canada
- Have a referral from an ACCESS Employment Counsellor

www.accessfutures.com

Contact Information

For more information about this opportunity, please contact an Employment Counsellor at one of the following ACCESS Employment Assistance Services Offices:

ACCESS Employment Assistance Services

Suite 110-1607 E. Hastings Street
Vancouver, BC V5L 1S7
Tel: 604 251-7955 Fax: 604 251-7954

ACCESS Aboriginal Connections to Employment

390 Main Street
Vancouver, BC V6A 2T1
Tel: 604 687-7480 Fax: 604 687-7481

ACCESS ATEC Employment & Training

10757 – 138th Street
Surrey, BC V3T4K8
Tel: 778-395-0385 Fax: 604-581-0944

ACCESS ESAF is located at:

#201 – 681 Columbia Street
New Westminster, BC V3M 1A8
Tel: 604 521-5929 Fax: 604 521-5931