

About ESSENTIAL SKILLS FOR ABORIGINAL FUTURES (ESAF)

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

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 Aboriginal learners have the tools to support continued successful employment.

The 9-Essential Skills

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

Pictures of Success



ESAF is located at:

735 Carnarvon Street
New Westminster, BC V3M 1E6
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www.accessfutures.com



ESSENTIAL SKILLS For ABORIGINAL FUTURES

In partnership with



Contact Centre Customer Service Representative



12-week Program
July 4 - September 23, 2011

About the Program

Essential Skills for Aboriginal Futures is offering a 12-week Essential Skills enhancement program in partnership with FORTISBC for Customer Service Representatives for their new Contact Centre opening in January 2012.

In this position you will represent FORTISBC in the provision of prompt, accurate and courteous customer service. You will gather customer information through telephone or electronic media and provide a successful customer experience.

Duties and responsibilities will include but are not limited to: responding to customer requests and questions pertaining to their service; billing, account information and the promotion of products, programs and services.

The 12-week Essential Skills program will take place at the ESAF site in New Westminster, where participants will delve into lessons and activities designed to enhance their Workplace Essential Skills. Learning is in an interactive classroom environment and will consist of a combination of: one to one teaching, self-directed and experiential learning in a group environment

During the program participants will be exposed to authentic workplace documents and scenarios to develop workplace specific Essential Skills. Participants will be provided an interview with the FORTISBC HR Department for potential hire for Level 2 Customer Service Representative positions. The compensation for these positions include: \$16.78 per hour wage, medical, dental and life benefit options and FORTISBC is unionized under (COPE).



Job Requirements:

- Grade 12 completion or GED
- Fast and accurate keyboarding/data entry and computer navigation skills
- Ability to utilize a customer focused approach to handling difficult customer interaction
- Communicate clearly and effectively both verbally and in writing
- Ability to prioritize and complete work within a demanding work schedule
- Reliable and Punctual
- Proactive with a passion to go above and beyond to serve customers

Eligibility

- Aboriginal ancestry and able to work in Canada
- Have a referral from an ACCESS /MNBC employment counsellor
- Willingness to learn about Essential Skills
- Demonstrate reliability, punctuality, commitment to demonstrate a positive attitude.

Course Outline

- Customized Essential Skills Enhancement
- TOWES Testing
- Authentic Workplace Document Use
- Cultural Exploration
- Hours: 9:00am to 3:30pm
- Daily: Monday to Friday

Contact Information

For more information about the Essential Skills for Aboriginal Futures FORTISBC program, please contact an Employment Counsellor at one of the following ACCESS/MNBC offices:

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 and MNBC Employment & Training

Suite 201-10114 King George Hwy
Surrey, BC V3T 2W4
Tel: 604 582-4791 Fax: 604 582-4753

Funding Partners:

