

# MCRS Summer Job Opportunity



Mennonite Coalition for Refugee Support

## TITLE OF POSITION: Administrative Support Intern/Spanish

This position is funded through the Canada Summer Jobs Grant Program. As such, applicants must meet the eligibility criteria for the program including, but not limited to:

- Be between 15 and 30 years of age (inclusive) at the start of employment
- Is a Canadian citizen, permanent resident, or person on whom refugee protection has been conferred under the *Immigration and Refugee Protection Act\** and,
- Has a valid Social Insurance Number at the start of employment and is legally entitled to work according to the relevant provincial/territorial legislation and regulations.

### NOTE

- International students are not eligible
- Refugee claimants are not eligible

The successful candidate will align with the mission, vision and values of MCRS. These can viewed on our website at [www.mcrs.ca](http://www.mcrs.ca) under the ABOUT tab.

### OBJECTIVES:

Waterloo Region is a primary destination for refugee claimants with a significant number coming from Spanish speaking countries. As a charitable organization, we assist refugee claimants as they access the refugee claim process and various settlement supports.

This role will provide administrative support through data entry, translation of essential documents, reception and clerical support services for MCRS Spanish-speaking clients.

### OUTCOMES:

The Administrative Support Intern/Spanish will have additional opportunity to be involved in many aspects of the work of MCRS with focus on the essential activities needed to support our work with Spanish-speaking Refugee Claimants.

### ROLE RESPONSIBILITIES:

#### Data Entry

- Capturing relevant information from hard copy files and inputting into the data base
- Maintain data entry standards by correcting any existing errors and reporting needed changes

#### Reception

- Answer general phone inquiries using a professional and courteous manner
- Direct phone inquiries to the appropriate staff member
- Reply to general information requests with the accurate information
- Greet clients/suppliers/visitors to the organization in a professional and friendly manner

### **Translator (Written Language)**

- Translate essential official documents of refugee claimants from Spanish to English
- Prepare templates of documents as a resource for other translators
- Revise documents that have been translated from Spanish to English by another translator

### **REQUIRED SKILLS:**

- Superior verbal/written skills in Spanish and English
- Minimum education: High School Diploma or GED
- Confidentiality is essential as this role involves the handling of clients' personal information
- Working knowledge in basic computer applications; word processing; online database and media platforms.

### **ADDITIONAL CAPABILITIES:**

- Warm client service and engagement skills; personable and friendly
- Diplomacy and sensitivity when working with refugee claimants
- Strong organizational skills
- Willingness to adjust hours to accommodate emergency needs
- Ability to effectively manage a wide array of tasks, projects, and responsibilities
- Ability to work productively in an unstructured environment with frequent interruptions

### **POSITION HOURS AND LOCATION:**

- This is a 6 (six) week contract
- Start date: No later than July 8, 2019
- End date: no later than 6 (six) weeks inclusive from start date
- 30 hours per week
- Rate of Pay: \$14.00/hr + 4% vacation pay
- MCRS office: Monday to Thursday 9:00am-4:00pm; Fridays 9:00am-1:00pm
- Hours include 30 (thirty) minute unpaid lunch Monday to Thursday.

### **ADDITIONAL SUPPORT:**

- Reports directly to, and will be evaluated by personnel overseeing specific tasks
- Evaluation will be aligned with core competencies and outcomes relative to this job description

### **ADDITIONAL TRAINING:**

- Orientation to the work of MCRS and relevant MCRS HR policies and procedures will be provided

### **FOR MORE INFORMATION**

Contact person: Shelley Campagnola, Executive Director      Date of description: June 5, 2019

Contact means: 519-571-1912 or [director@mcrs.ca](mailto:director@mcrs.ca)      Revision date: