

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

Graduated Classes:



Funded by

Canada 

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ESSENTIAL SKILLS For ABORIGINAL FUTURES

In partnership with:



311 Call Centre Citizen Service Representatives (CSRs)

Essential Skills Program

December 3 – February 28, 2013

About the Program

Essential Skills for Aboriginal Futures is offering an 13-week Essential Skills enhancement program for those interested in a career in the Call Centre-Customer Service sector.

The 13-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; participants will be exposed to authentic workplace documents, scenarios, workshops and site tours to develop workplace specific Essential Skills.

During the program, participants will be provided an opportunity to interview with the City of Vancouver HR Departments for potential hire into 311 Call Centre Food Scraps Program.

This employment is for term positions with the City of Vancouver with an opportunity to apply to other positions within the City government.

CSR Main Purpose & Function:

- CSR plays a key role as an ambassador of the City of Vancouver
- Provide professional customer service to the public, primarily over the telephone
- Determine the needs of the caller and research answers
- To solve problems by giving accurate information in a timely manner

Compensation for these positions varies from approximately: \$20 -21 per hour with an additional 12% in lieu of vacation and benefits.

Job Requirements

- Grade 12 completion or GED
- Fast and accurate keyboarding/data entry and computer navigation skills
- Exceptional customer service skills
- Professionalism
- Problem solving skills
- Communicate clearly and effectively both verbally and in writing
- Good interpersonal, customer service and public relations skills
- Ability to effectively multi-task in a fast paced environment
- Enjoy a challenge

Eligibility

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

Course Outline

- Customized Essential Skills Enhancement
- TOWES Testing
- Authentic Workplace Document Use
- Work Site Tours and Training
- Hours: 9:00am to 3:30pm
- Daily: Monday to Friday

Contact Information

For more information about the Essential Skills for Aboriginal Futures program, 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

ESAF is located at:

735 Carnarvon Street
New Westminster, BC V3M 1E6
Tel: 604 521-5929 Fax: 604 521-5931