



**JOB DESCRIPTION:  
PROGRAM ASSISTANT – CBP**

**Job Description: Program Assistant – Community Bridge Program  
(Chinese Speaker)**

**About the Organization:**

Founded initially as the Calgary Chinese Community Service Association (CCCSA) in 1978 and rebranded in 2021 as Diversecities, we are a community-based organization with the mission to create an inclusive and supportive society where all people have full and equitable access to all aspects of Canadian society. Our vision is to continue working on making Calgary and surrounding areas a welcoming home for immigrants of any cultural and ethnic origins where they can feel citizens meaningfully engaged in the community. We take part in building a more inclusive society by addressing cultural, social, economic, and language barriers and acting as a bridge to private and public institutions.

Diversecities is a community service organization that assists Calgarians in four key life areas: (a) economic integration, (b) social connection, (c) well-being, and (d) learning. These four key life areas are addressed through delivering programs and services that form Diversecities' five pillars: Law & Advocacy, Bridge to the Community, Child & Youth, Health & Wellness, and Food Security.

**About the Program**

The Community Bridge Program is Diversecities' initiative to help Calgarians with language and cultural barriers find the support they need to overcome them and continue developing a sense of belonging in the community.

As its name indicates, this program is about creating a connection point between individuals and other community services, including public and government services. To do this, this program hosts regular groups for seniors, newcomers and gender-specific populations to give them a safe space to discuss and explore topics relevant to their needs.

This program also coordinates phone and in-person interpretation and translation services for members of ethnic and cultural communities with limited English skills who need to access public or provide services such as booking a medical appointment, following up on items with CRA, and communicating with technicians for home repairs, among others.

**About the Role**

The program assistant will be the face of our organization and will be in charge of ensuring clients who reach out to the organization either by phone or in person have a pleasant experience when asking general inquiries or wanting to connect with specific programs or team members.

In addition to providing outstanding customer service at the front desk, this role will also assist the Bridge Program Coordinator in accomplishing the program's goals.



**JOB DESCRIPTION:  
PROGRAM ASSISTANT – CBP**

This role will report directly to the Community Bridge Program Coordinator and cooperate with front desk volunteers during daily operations.

**This is a full-time (30 hours per week) permanent role with an annual salary compensation of \$28,080 plus eligible dental and health care employment benefits, two (2) pay-week vacations in the first year and three (3) weeks in the second year, a monthly wellness day, and professional development opportunities. Based on performance and funding availability, the hours for this position could be expanded to up to 37.5 hours per week.**

This position requires work in-office and occasionally on evenings or weekends. The regular operational hours for this role are Monday to Friday from 9:00 am to 3:30 pm. However, some activities and community events may require the individual to work on evenings or weekends.

This position is only available in person at Diversecities' main office, 1406 Centre Street NE, T2E 2R9.

**Starting date: Immediately.**

**Role Description & Responsibilities:**

**Client Management & 1-on-1 support**

- Meet and greet walk-in clients/visitors, direct them to available resources, and make internal referrals based on requested inquiries.
- Answer calls, general emails, and direct messages on social media platforms and forward them to corresponding departments or staff accordingly.
- Check voice mail daily, promptly reply or forward messages to the most suitable members.
- Schedule an appointment to assist or conduct information research for clients who need to be connected or referred to other organizations or government services.
- Assisted clients in correctly filling out different application forms through pre-booking appointments or drop-ins based on types of assistance and procedures.
- Maintain the confidentiality of the client's information.
- Provide program information to the public and undertake an initial intake for suitable programs based on clients' inquiries.
- Provide translation and interpretation services to clients when needed.
- Maintain an organized and professional front desk area for customer service.

**Data Collection & Management**

- Support the Program Coordinator on data entry for client and volunteer records with an organized filing system.
- Maintaining client files updated on the organization's CRM system

**Program's activity support**

- Assist the program coordinator in accomplishing goals set for the programs, including developing, planning and facilitating activities, workshops and community support groups.



**JOB DESCRIPTION:  
PROGRAM ASSISTANT – CBP**

- Assist in volunteer recruitment and training as needed.

Administrative & Organizational Support:

- Maintain client and organization information integrity, accuracy, and confidentiality.
- Provide support to the Program Coordinator in preparing monthly and quarterly statistical and narrative reports on program activities.
- Assist in the promotion of Diversecities' various programs and services.
- Represent Diversecities at external events, activities, and meetings when required.
- Contribute to improving organizational processes, documentation, and idea creation.
- Work with other team members to support Diversecities' programs and services when required.
- Attend and participate in all required staff meetings and training.
- General office duties as needed.

**Qualifications and Skills:**

This position will appeal to an enthusiastic, organized, and open-minded entry-level professional who thrives in small teams and fast-paced environments and loves opportunities to apply and develop their skills through various tasks.

Education & Experience:

- Undergraduate degree or diploma (or some to complete) and/or experience in a field related to sociology, communications, public relations, or human services.
- +1 year of experience in a customer service role, including phone and email etiquette
- Be sensitive to the unique needs of newcomers, immigrants, and underrepresented communities.
- Experience working with a diverse population.
- Strong communication and presentation skills.

Technical Skills:

- Fluent in Cantonese or Mandarin (Mandatory)
- Effective English communication (oral and written) and presentation skills
- Knowledge of Microsoft Office Suite and SharePoint is required.
- Knowledge of community resources and services is an asset.
- Relevant experience in office administration.
- Experience in event planning is an asset.

Personal Skills

- Able to work independently and collaboratively.
- Strong interpersonal skills.
- Problem-solving and attention to detail.
- Efficient office organization.
- Taking the initiative in responding to tasks.
- Time management skills.



**JOB DESCRIPTION:  
PROGRAM ASSISTANT – CBP**

**Mandatory Requirements:**

The successful candidate must provide a valid police information check (with vulnerable sector screening).

**How to Apply:**

We invite interested candidates who meet the above requirements to apply by sending a cover letter and resume in a single PDF document to:

**Wing Yan Ng**  
**Program Coordinator – Community Bridge Program**  
[wing.ng@diversecities.org](mailto:wing.ng@diversecities.org)

**Applications that do not follow these instructions will not be considered.**

At Diversecities, we value all candidates as unique individuals and welcome the variety of experiences they bring to the organization. Diversecities has a strict non-discrimination policy. We believe everyone should be treated equally regardless of race, sex, gender identity, sexual orientation, ethnic origin, native language, religion, age, disability, marital status, citizenship, genetic information, pregnancy, or any other characteristic protected by law.

This competition will remain open until a suitable candidate is found.