



Information Services Agent

**Want to be part of an energetic, passionate, and progressive workplace? Eager to do what you love while making a difference in your community?
Spinal Cord Injury BC is looking for you!**

Here's what we're all about...

Spinal Cord Injury BC (SCI BC) is the go-to resource for the spinal cord injury (SCI) community. But we're so much more than your typical disability organization. We're a national leader in Peer Support, we excel in helping people form social connections and challenge themselves, and we take pride in developing our information resources. We're innovative – we like to push the envelope and try new things. And we tell powerful stories through our magazine, videos, and donor communications about how our members adapt, adjust and thrive after an injury.

Our staff come from diverse backgrounds and areas of expertise, but we all share one thing: passion for people. We challenge, support and inspire one another. We're invested in each other's personal and professional development and foster a flexible, fun, and dedicated office culture.

We're growing our team of high-performing, innovative people with a passion for positive change. If that sounds like you, read on.

Help us provide excellent information and support to people with disabilities in BC!

We're looking for service-oriented problem solver and excellent communicator to join our Infoline team.

As our Information Services Agent, you will provide timely, accurate and high-quality information support and referral by phone and email on all topics related to living with a physical disability in BC:

- Provide exceptional customer service to Infoline users
- Distribute information among Infoline users, colleagues, partner organizations and others.
- Maintain and update SCI BC Info Centre websites.
- Research and add new resources as needed.
- Support the development of new information resources arising from Infoline questions.
- Track Infoline service usage and impact.

Our Infoline service is a dynamic, client-oriented team with expertise in social work and lived experience of disability. We are not just another impersonal call centre - we pride ourselves on finding out the answers, providing support and following up until you have the information or help our users need. We're looking for a team player and enthusiastic problem-solver to provide information support to people with physical disabilities, their families, clinicians and caregivers on our Infoline service. You are conscientious, organized, and can work effectively as part of a geographically distributed team because of your strong computer skills. You are an excellent candidate if you are also familiar with Wordpress-based websites and information databases, and have strong online research skills.

EDUCATION: Diploma or degree in a human services field.

EXPERIENCE: Customer service experience & working by phone and online.
Lived experience of disability an asset.

REQUIREMENTS: ***The successful candidate must complete a Satisfactory criminal Record Check under the Criminal Records Review Program.***

To Apply: Please forward your cover letter and resume, including the date you are available for work, no later than **January 20th** – by email to hr@sci-bc.ca or by mail to Human Resources at 780 S.W. Marine Drive, Vancouver BC V6P 5Y7.
This posting will remain open until filled. Interviews of qualified candidates will be ongoing as we hope to fill this role as soon as possible. No phone calls please.

Our sincere thanks to all those expressing interest in the position, however, only those applicants invited for an interview will be contacted.

Note: Spinal Cord Injury BC has adopted a mandatory COVID-19 vaccination policy, which requires all staff to be fully vaccinated. For those not able to receive the COVID-19 vaccine, please provide documentation verifying medical exemption from the vaccine to be considered for this role.

Spinal Cord Injury Organization of BC (SCI BC) values diversity and strives to ensure equal employment opportunities to all qualified candidates, without regard to race, colour, religion, national origin, sex, age, disability, veteran status or any other legally protected basis. SCI BC complies with all applicable laws, rules and regulations in the performance of Canadian Labour Codes and the BC Employment Standards.

We look forward to meeting you!

www.sci-bc.ca

604-324-3611