

JOB POSTING #2026-30-13

INTERNAL/EXTERNAL

Food Bank

Christmas Client Services Specialist

Wage: \$22.00 per hour

20 hours per week from Sept 02, 2026, to October 02, 2026

35 hours per week from October 05, 2026, to December 31, 2026

20 hours per week from January 02, 2027, until January 8, 2027

Permanent Seasonal

Support Families and Seniors During the Holiday Season

Join the team at Archway

Come Help Us Help People

Location: Abbotsford

On Site

Job Summary:

The Christmas Client Services Specialist is part of a skilled team that supports families and seniors by providing opportunities for inclusion and participation in Christmas holiday traditions. This role is responsible for processing program applications, assessing client eligibility, program communication, data entry, and works as part of a team to run the Christmas Food Basket distribution.

Your Role:

Archway's Christmas Client Services Specialist with the Food Bank contributes by:

- Supporting with in-take services collecting client applications, assessing client eligibility for the program, opening client files, and entering guest information into Link2Feed.
- Providing warm and compassionate service to clients who may be in vulnerable situations.
- Communicating with clients via email/phone/in-person – including mass email updates.
- Assisting in booking Toy Room shopping dates and Christmas food pick-up.
- Assisting with Food Bank and Christmas Bureau operations, events, and agency events as needed.
- Providing support to the Food Bank and Christmas Bureau team by performing a variety of reception and administrative duties.

This position is a great fit for someone who has great people skills, is detail-oriented and organized, and is skilled in using Microsoft Office365, particularly Excel and Outlook.

Our Offer

- Wage: \$22.00 per hour.
- A split schedule of full-time/part-time at 20 hours per week for 7 weeks and 35 hours per week for 12 weeks, availability Mondays to Fridays, from 8:30 AM to 4:00 PM.
- Permanent seasonal, September to January.
- Perks include:
 - Great in-house training opportunities.
 - Access to online wellness resources including newsletters, physical health videos, and wellness events.
 - Free use of Archway's wellness equipment.
 - Business insurance and associated mileage costs for program-related driving is covered by Archway. (for those requiring driving for program-related work 6 times or more per month.)
 - Rewarding work in a positive and supportive environment.
 - Work/life balance.

Getting an Interview – you will be considered if you have:

- Diploma in Human Services or a related field OR an equivalent combination of education and work experience.
- Experience in customer service and/or in administration is required.
- Experience working with vulnerable populations is preferred.
- Experience directing volunteers is an asset.
- Ability to speak languages in addition to English is an asset.

The Job Also Requires you to have:

- Well-developed verbal, written, and active listening skills; ability to communicate effectively and respectfully with people from a variety of backgrounds.
- Good organization, planning and time management skills.
- Ability to build relationships and build rapport with clients, volunteers, suppliers, and other stakeholders, while maintaining professional boundaries.
- Good computer competency; ability to use Microsoft Office 365, and virtual meeting platforms such as Microsoft Teams and database systems.
- Strong ability to work independently and as part of a team.
- The ability to manage frequent interruptions requiring the ability to efficiently switch tasks.
- Ability to sit for long periods, being on the phone and at a computer.
- Ability for periods of constant motion including walking, lifting or carrying items up to 50lbs.
- Ability to work under pressure with firm deadlines.
- A satisfactory Criminal Records Check is a condition of employment.

Closing date is September 10, 2026.

TO APPLY

Interested applicants are to reference **Posting #2026-30-13** in the subject line.

Please submit your cover letter and resume to: [Avanti](#)

No phone calls please. Only short-listed applicants will be contacted.

Must be legally entitled to work in Canada.

Archway's goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age.

We acknowledge that we gather on the traditional and unceded territory of the Stó:lō people. Stó:lō territory extends from the mouth of the Fraser River to Boston Bar. Locally, this includes the Matsqui First Nation and Sumas First Nation. We give them thanks for sharing their land and resources with us.

We invest in the mental health and wellbeing of our employees.

We're proud to share that Archway was recently recognized for having a 5-Star Safety Culture!

Every year, Canadian Occupational Safety (COS) recognizes organizations across Canada that exemplify excellence in fostering robust workplace safety cultures. Winners demonstrate a commitment to proactive risk management, comprehensive training, and employee engagement.

This award reflects our ongoing commitment to creating a workplace environment where employees feel safe, seen, and supported.

If you're interested in working for an organization where safety is a priority, come work with us at Archway.