

JOB POSTING #2025-30-09

INTERNAL/EXTERNAL

Food Bank

Christmas Client Services Specialist

Wage: \$22.00 per hour

Part-Time August to September then Full time October to January

Permanent Seasonal (August to January)

Support Families and Seniors During the Holiday Season

Join the team at Archway

Come Help Us Help People

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, program communication and data entry.

Your Role:

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

- Supporting with in-take services collecting client applications, opening client files, and entering guest information into Link2Feed.
- Connecting with new and existing clients and neighbors to explain the program and answer questions.
- Assisting with Food Bank and Christmas Bureau operations, events, and agency events as needed.
- Preparing, setting-up, and organizing Toy Room space ensuring effective work and traffic flow.
- Working with the Volunteer Coordinator to recruit and schedule volunteers for the Toy Room and Christmas Hamper food distribution.
- 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 is detail oriented, has good organizational skills, and is skilled in using Microsoft Office365, particularly Excel.

Our Offer

- Wage: \$22.00 per hour
- A part-time/full-time position up to 35 hours per week, availability Mondays to Fridays, from 8:30 AM to 4:00 PM.
- Permanent Seasonal – annually from August 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.
 - Rewarding work in a positive and supportive environment.
 - Work/life balance.

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

- Experience in a customer service position.
- Experience coordinating and directing volunteers is preferred
- Well-developed relationship building skills
- Strong ability to work independently
- Experience working with vulnerable populations is an asset

The Job Requires you to have:

- Strong organizational skills.
- Ability to adapt to shifting priorities and changing work conditions.
- Strong knowledge of Microsoft Office365 and a well-developed use of Excel.
- Ability to work in an open office space.
- Ability to sit for long periods of time on the phone and at the computer.
- Ability to lift up to 50lbs.
- Ability to be organized, manage time, and meet deadlines.
- Cultural competence to work well with people from a variety of cultural backgrounds.
- Diploma in Human Services or a related field OR an equivalent combination of education and work experience.
- A satisfactory Criminal Records Check is a condition of employment.

Closing date is August 24, 2025.

TO APPLY

Interested applicants are to reference **Posting #2025-30-09 in the subject line.**

Please submit your cover letter and resume online only to:

Email: jobpostings@archway.ca

Subject: Job Posting #2025-30-09

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

Must be legally entitled to work in Canada.

Your resume may also be forwarded to other Programs for their consideration for their job vacancies. If you do not wish for your application to be shared with other Programs, please send an e-mail to jobpostings@archway.ca with DO NOT FORWARD TO OTHER PROGRAMS, in the subject line of the e-mail and the job reference number to which you applied, in the body of the e-mail.

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.