

JUNE 19, 2014

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The Employment Program of British Columbia is funded by the Government of Canada and the Province of British Columbia.

the LEAD Sheet

A LABOUR MARKET NEWSLETTER FOR GREATER VICTORIA EMPLOYMENT SERVICE CENTRES

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Dave MacKenzie, President of Falcon Heights Contracting

CAREER IN BUILDING

By Kate Wiley

Canada's labour market staged a modest comeback last month. This time of year, employment numbers get a boost from the first wave of students entering the summer job market. The construction sector is also picking up now that the sun is out. Fond of swinging a hammer?

Time to take a closer look at construction.

Dave MacKenzie, President of Falcon Heights Contracting, is a born builder. At the tender age of two, he escaped from his crib, only to be found sometime later in his neighbour's workshop with a hammer in one hand and a saw in the other. From

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Former Job Options client Aline Doiron is Office Administrator at the Sooke Region Chamber of Commerce.

NOW WORKING

By Kate Wiley

When Aline Doiron moved to Sooke she had 17 years experience as an executive assistant but little experience searching for work in the current job market. As one would expect of a small town, friends were easy to come by, but the type of connections that resulted in employment were more elusive... that is, until she enrolled with Job Options.

Seeking access to a computer, Aline discovered WorkLink, and with it, a wealth of employment programs to help her get on track, including Job Options. "I didn't know how to go about finding a job," says Aline. "I had been away from it for so long. Job Options taught me so much about industry now."

The program fine-tuned her networking skills and taught her about the hidden job market. One guest speaker in particular made a huge difference in her life, says Aline. Rick Hoogendoorn, a Victoria business owner and author of "What Is Stopping You?" revealed his sense of vulnerability as an

employer. "When he does the hiring, he too is nervous. The pressure is on to find the right fit," recalls Aline. She found that remembering this helped her to be less nervous when preparing for an interview.

The same business owner encouraged Aline to find a catch phrase to include on her business cards that would grab an employer's attention. He suggested "Organizing office chaos" and she went with it. With her personalized business cards in hand, Aline attended the Sooke Rotary Auction and Spring Fair, where hundreds of local businesses were in attendance. Emboldened by the skills and confidence she gained with the Job Options program, she distributed her business card widely. "I'm using a lot of those same contacts today in my role at the Chamber," says Aline.

How did she land at the Chamber of Commerce? The hidden job market, of course. She approached the owner of Little Vienna Bakery to inquire if he might know of anyone interested in hiring someone with her credentials. Little did she know, he happened to be the Vice President of the Sooke Region Chamber of Commerce. "He told me he did know of something 'in the works'. Then a month later he called and, after a meeting with the President, offered me a job," says Aline. All quite serendipitous.

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"Allison [Watson] and Jennifer [Rowse] were instrumental in re-launching my career. Not just in the act of finding me a job, but in helping me to do the personal growth that got me that job," says Aline. With a defined path forward, and her previous experience as an executive assistant for a company in the land development and

When [Rick Hoogendoorn] told me that employers get nervous too, it made me less anxious when preparing for an interview.

— Aline Doiron, Office Administrator,
Sooke Chamber of Commerce

construction industry, Aline had the tools she needed to succeed as Office Administrator for the Chamber. "In my past, I worked with all facets of business, lawyers, real estate agents, builders and developers," she explains. Not so different from the work she does for the Chamber of Commerce. Sometimes the best fit is one you've never previously considered. So why not spread your calling card around - you never know who might take the bait.

Got a story to share? Email kwiley@worklink.bc.ca. Your success can inspire the success of others. Submit your story and you

Q: Can my resume exceed one page?

A: Yes, and for many candidates it should, especially if you are trying to convey a depth of experience. These two pages are in addition to a cover letter.



Considering the purpose of a resume is to get an interview, you want to first include information that indicates you have the skills to do the job. Then you want to add in a bit about your personality. And finally, to have a top tier resume, you need to indicate why you are a strong candidate for the position.

Proving you are a strong candidate is usually accomplished by adding in some performance or accomplishment information. When you give the employer a resume that is an answer to their wish list it will stand out!

And bear in mind that a full two pages looks much better aesthetically than one page and a third – like everything else in the job search appearance and first impressions matter.

Q: What are the most common interview questions?

A: Expect behavioural questions that address both successful achievements ("When has learning helped you succeed in your job?") as well as negative scenarios ("Tell us about a time when you had a conflict with a supervisor.") You should also anticipate situational questions specific to the role (e.g., a bus driver might be asked "How would you respond to an unruly passenger who refuses to pay the fee?")

And the least popular question might just be, "Can you tell us a joke?" Try this one on for size: "Why can't a bicycle stand by itself? Because it is two-tired."

— Gregg Berg and Leo Holdstock
Facilitators, GT Hiring Solutions of Greater Victoria

QUOTE OF THE DAY:

Everything that irritates us about others can lead us to an understanding of ourselves.
--Carl Jung

PROFESSIONAL & ADMINISTRATIVE JOBS

The Toronto-Dominion Bank seeks full-time **Financial Planners** for its Victoria and Courtenay/Comox branches. Work with clients in a professional manner to develop and implement an investment strategy and long-term financial plan. The successful candidate will be licensed to sell Mutual Funds and possess 3-5 years industry experience. Find more information at www.td.com/careers.

Kelly Services is recruiting a **Claims Support Assistant** on behalf of ICBC Victoria. This is a 6 month contract position. Qualifications include a high school diploma or post-secondary education or an equivalent combination of education and administrative experience in an office setting. Apply online at workbc.ca. Expires June 30.

Waste Management in Saanich is recruiting for **Operations Administrative Support**. The position requires the use of software tools to manage a variety of tasks, such as procurement, time and attendance, safety incidents, and contract labor, and assisting with data collection and processing of payments. Find out more at wm.com/careers.

Waste Management in Saanich is recruiting for **District Manager I - Collections** to oversee the day-to-day collection operations of a single site or multiple sites, and establish and maintain performance and productivity metrics and cost management processes. Qualifications include Bachelor's Degree or equivalent experience and a minimum of 3 years in a role with supervisory and PNL responsibility. Apply online at wm.com/careers.

Peninsula Co-op's Home Heating and Commercial Cardlock office, located in Central Saanich, has an opening for **General Administration**, responsible for customer service and clerical duties. Details at craigslist.ca.

RBC seeks a full-time **Insurance Advisor** to provide integrated life insurance planning and advice. An LLQP (Life License) and a University degree or equivalent is required. RBC Wealth Management is also adding a **Private Banker** to its team. Find out more at rbc.com/careers.



The Consumer Taxation Programs Branch within the Ministry of Finance is hiring a **Refund Specialist** to join the team responsible for the audit and verification of tax refund applications. Determine the validity of applications by verifying all supporting documentation to ensure that claims are justified and consistent with applicable legislation and ministry policy. The same ministry is also hiring a Senior Financial Analyst. Find the full job postings at gov.bc.ca/myhr/employment. Closing dates are June 27 and 29 respectively.

Island Savings has openings for two full-time **Senior Advisors, Insurance Services**. As part of our Insurance Service Centre team, the Senior Advisor, Insurance Services is responsible for providing proactive sales and service to insurance clients of Island Savings, primarily via the telephone. Qualifications include a General Insurance Agent Level 2 license, as per Insurance Council of BC requirements. Go to iscu.com/Personal/Careers for details. Closes June 27.

WORKING TITLES

Books for the Job Seeker

By Tony Abbis

COOKING UP A BUSINESS
Lessons from Food Lovers Who Turned Their passion into a
Career and How You Can, Too

AUTHOR: RACHEL HOFSTETTER
PERIGREE PRESS (2013)

The world of work has changed greatly in the last couple of decades. Where once long-term, stable jobs were the norm, now shorter periods of employment are most common. The typical Canadian worker will have 4 or more "careers" and many more jobs. This instability leaves many workers attempting to take responsibility for their own careers in the form of self-employment. The government reports that almost 3 million Canadians are self-employed – about 15% of the workforce – and the numbers continue to rise.

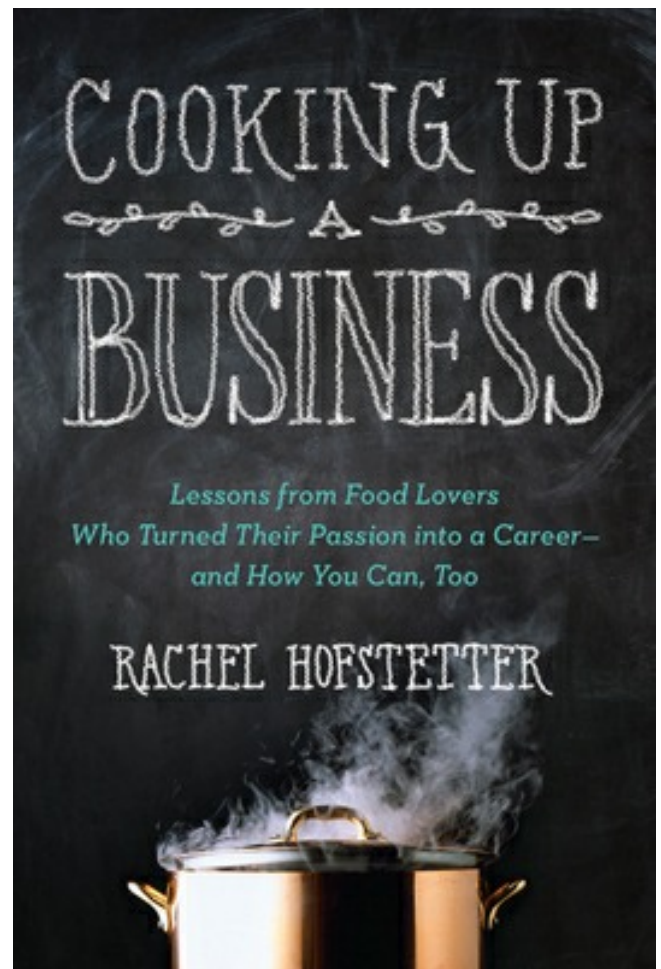
When thinking about starting a business, people will often turn to their passions to see if there is potential. This is where "Cooking

The relevance of this book extends far past the potential entrepreneur.

Up Business" proves helpful. This book offers valuable lessons from foodies and home cooks who turned their passion for food into successful businesses.

The author uses a series of ten case studies involving wine, snack foods, burritos and other food products to demonstrate how successful entrepreneurs took their idea from germination to fruition. Along the way, the author explores researching market demand, financing issues, business partnerships and more. Readers who are interested in food, food manufacturing or product branding will find the material to be fascinating – even if they are not considering starting a business.

The relevance of this book extends far past the potential entrepreneur, however. At the end of each case study there is a list of three or four "take-aways" that summarize how each business owner



er overcame their obstacles. The advice here would benefit any business person regardless of their sector and many of the take-aways are relevant to the job seeker as well. There are tips related to marketing, branding, flexibility, communication, networking and others.

I almost passed up this book, finding it potentially too specific at first glance. After reading some of the case studies, however, I came to see that even those who have no interest in food will be able to apply the thoughtful lessons contained in this book to their own business ideas or job search. Even with the shift in our economy, many people will still see starting a business as "a bridge too far". Yet there is something to be said for embracing the entrepreneurial spirit as we manage our job search and career. Ultimately, we all have to market our personalities and our skills – something successful business people do on a daily basis.

Two copies of this book exist in the Greater Victoria Public Library system.

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there, Dave's path to the School of Trades at Camosun College was a seamless one. Today he is a journeyman carpenter and attributes his success to his facility with math.

"I've always excelled at math," he says. "Yet when I would ask teachers in grade school what relevance math had in the real world, never once did they propose a career as a builder or engineer, but math is an everyday component in our field."

Math paved the way, but a fierce work ethic made it possible. "If you aren't excited by the idea of working incredibly hard for nine hours a day, every day of your life, then carpentry is not for you," says Dave. "There is no sitting around. The job calls for continuous, arduous labour, working in all elements, rain or shine."

Dave oversees a crew of eight men at the moment. He tries to maintain six of those full-time and hires additional crew members according to the projects he has on the go. Why all men? Dave is seeing more women coming through the carpentry program at Camosun than ever before - yet he has never hired one. "In the four years I spent at Camosun in the '90s, I never saw a single woman [pass through the program], but that is changing," he says. "I encourage women to go for it. Women excel at some of the skills required for carpentry, especially in the finishing end of it."

Regardless of gender, Dave encourages anyone looking for work in construction to pursue a degree in the Trades. In addition to the required classroom work, you'll spend four to six years following directions as a certified apprentice, gradually assuming more and more responsibility on the work site. Once you graduate with a journeyman ticket, doors start to open, including opportunities to lead projects.

And greater responsibility leads to better pay, of course. "A self noted carpenter [without a ticket] can work for 30% to 50% less than a journeyman," reports Dave. "Companies that focus on just one aspect of the build - for example foundation, framing, or siding - will work with non-ticketed manpower because it keeps pricing low. We handle projects from start to finish, so our crew has to be highly skilled."

The diversity of his workday keeps Dave enthused about going to work every day. Every project has new challenges which require him to exercise his problem solving skills. "In heavy construction for big companies like PCL, most guys work at one task, day in and day out," he says. "Our projects and tasks are constantly evolving."

Dave cites the direct connection with the home owner as another advantage of working on custom homes. There's a



Photo courtesy of Falcon Heights Contracting

sense of pride and accomplishment that comes with the finished home and happy customer. He says he got hooked on the feeling that comes from a job well done when he was fresh out of Trade school. Thanks to a private donation, Dave was given the opportunity to go to Guatemala to help rebuild an orphanage. "I had to manage over 100 volunteers, including many people who had no experience in the field," he recalls. "We were 30 miles from the nearest road and had to form 100-person material lines to carry the building materials from the barges to the construction site."

Whether focusing on one skill or a variety, whether constructing dwellings, buildings or bridges, there is ample opportunity in this sector for gratifying work. And just think how valuable you'll become around the house!

Kate Wiley is editor of the Lead Sheet. Contact her at kwiley@worklink.bc.ca.

WorkLink, Job Options BC – West Shore/Sooke Program

Opportunity for unemployed non-EI British Columbians 18 years of age or older

Eligibility for Job Options BC:

- Unemployed, non-EI British Columbians who are Landed Immigrants or Canadian Citizens and are not attending school
- A non-EI individual is one who has not established a regular Employment Insurance claim in the last three years; and, has not established a maternity or parental claim in the past five years
- Individuals who are most likely to benefit from long term job search help, supported work experience and follow-up support services

Program offers:

- Up to 5 weeks of facilitated group
- Training allowances for up to 5 weeks of group work
- Preparation for employment including industry specific short term training to enhance labour market participation (participants may be eligible for training supports)
- Opportunity to work with a job developer and potentially access a 4 week wage subsidy

Next intake start date is: July 14th, 2014

**For more information please call or drop in at: WorkLink, 2234 Sooke Road
Phone West Shore: 250-478-9525 or Sooke: 250-642-3685**

SOCIAL & HEALTH JOBS

The Boulders Climbing Gym is recruiting a **Speed Climbing Head Coach**. For a list of qualifications, including 5 years of experience in competing and coaching at the international level in speed climbing, visit workbc.ca.

Revera, a provider of seniors' accommodation, care and services, requires a **Casual Receptionist**. Previous experience in reception is considered an asset. Current (within 6 months) Vulnerable Position/Sector Screening (VPS) required. Find the full job posting at monster.ca.

BC Recreation and Parks Assoc. is hiring a **Community Recreation Programmer** to assist the Coordinator of Recreation Oak Bay in the development, planning and leadership of the community recreation programs, summer camps and speciality programs. Qualifications include

graduation from a two year College program in recreation, or a related field. Shift work required. Find the complete job posting at bcrpa.bc.ca/jobs/listings. Application deadline is June 27.

Nexgen Healthcare Management, a retail hearing clinic located in Victoria, is currently seeking two part-time **Customer Care/Community Outreach Representatives**. Find the job posting at workbc.ca. Expires June 30.

Lifetime Networks is recruiting a **Community Support Worker**. Lifetime Networks is a not for profit society that offers support to people with developmental disabilities, Fetal Alcohol Syndrome Disorder and disabilities under the Autism Spectrum. Details at workbc.ca. Expires June 30.

MANUFACTURING & FACILITIES

E Y Properties seeks a **Resident Caretaker** to show and rent suites, maintain common areas and grounds and complete minor repairs. This is a live-in position and a couple is preferred. Details at workbc.ca. Expires June 30.

Islands West Produce seeks a **Shipper/Picker** for full-time work. Islands West is a locally owned and operated whole-sale produce company. Food Safe Level 1 is required and knowledge of produce is an asset. Apply online at workbc.ca. Closes July 4.

Sysco Victoria is currently recruiting a **Forklift Operator** (Narrow Aisle Reach Truck). Previous Warehouse experience, including forklift experience, is required. Apply online at sysco.ca/careers.

The Oak Bay Beach Hotel has openings for a **Facilities Attendant** and **Assistant Facilities Manager** (Maintenance). Qualifications include experience in a maintenance role, preferably in a luxury hotel. Find this posting and others like it at go2hr.ca/jobboard. Deadline to apply is June 30.

Island Executive is hiring **Cleaning Specialists**. No previous experience necessary, but a background check is required. Visit the job board at worklink.bc.ca for details.

Home Lumber and Building Supplies in Victoria seeks a **Yard/Shipping Manager**. Qualifications include forklift certification and 5 years experience. Apply online at workbc.ca.

WorldMark by Wyndham Victoria seeks a **Temporary Maintenance Technician I**. CPO, EPA Certification preferred. The hotel is also hiring a **Housekeeper**. Apply online at careers.wyndhamworldwide.com.

TRADES & TECHNOLOGY JOBS

BC Hydro is accepting applications for its **Power Line Technician Pre-Apprenticeship** program which entails a combination of classroom and field training. There are 15 openings in various cities. The successful candidate will have graduated from high school with the following courses: English 12, Math 11 (or equivalents) and Physics 11 and possess a BC Class 5 driver's license with Air Brake Endorsement. Find the full job posting at bchydro.com/careers. Closes July 13.

The Fairmont Empress has a temporary vacancy for a **Carpenter**. Minimum of three years experience in construction carpentry required. Apply online at fairmontcareers.com. Closes June 30.

Origin Gluten-Free Bakery in Victoria seeks a full-time **Assistant Baker** to assist the lead bakers in the production of breads, cakes, pastries, and light lunch items. Details at workbc.ca.

VIH Helicopters in North Saanich is hiring a full-time **Component Overhaul Technician**. Preference will be given to persons with experience on Bell 206, 206L, 205, 212 and Bell 407. Details at workbc.ca. Expires July 31.

The Roost Farm Bakery, located near Victoria International Airport, is looking for an experienced **Baker**. The bakery is one of the only bakeries in Western Canada that grows and mills wheat on-site. Find out more at usedvictoria.ca.

FLIR Systems is accepting applications for a **ASP.NET/C# Web Developer** with a strong background in building scalable, high-quality and high-performance web applications on Microsoft technologies. As a Senior Developer, the main responsibility will be to build and maintain the external facing web application called Cameleon Webclient. Details at flirjobs.com.

The Fairmont Empress is hiring a **Cook's Assistant**. Candidate must possess a Cook's Training certificate from a High School, College or University or experience as a Cook's Assistant in a culinary environment demanding a similar high standard of guest service. Visit fairmontcareers.com to see the full job posting. Closes June 27.

HOSPITALITY & CUSTOMER SERVICE JOBS

Viking Air in Sidney seeks a **Customer Service Representative** to serve as the primary point of contact to all operators, maintainers and distributors for spares sales and services. Experience in aviation, aircraft maintenance, aircraft parts and/or manufacturing, a definite asset. Apply for this job at jobs.vikingair.com.

Murchie's Tea & Coffee is looking to hire a **Retail Associate** to support in daily operations and the opening and closing of the store. Retail sales, merchandising, attention to detail and knowledge of Tea and Coffee are assets. See Nancy in store and/or reply to the ad at craigslist.ca.

Dynamite is currently hiring an **Assistant Manager** to oversee the employees and assume responsibility for the total store operation in the Manager's absence. Qualifications include 12 months retail experience. Find the full job posting at groupedynamite.com/career-opportunities.

Payless ShoeSource Victoria has an opportunity for a **Store Manager (Trainee)**. Two to five years retail management experience and a college diploma required. Apply online at monster.ca.

Point Ellice House Preservation Society seeks a part-time, casual **Kitchen Staff/Server**. Point Ellice House is a historic site that is known for its house museum and its afternoon tea service. The kitchen staff at Point Ellice House are responsible for preparing the afternoon teas which are served daily. After an orientation, successful applicants will be put on a list and will be called in to work as needed. Find out more at workbc.ca.

PetSmart in Langford is hiring a **Early Morning Stocker** to stock merchandise while helping Pet Parents find solutions to their needs and assist in transporting purchases to vehicles, as needed. Shift begins between the hours of 3-5am. The same location is also hiring a **Pet Care Associate**. Apply online at careers.petsmart.com.

The Home Depot in Saanich is accepting applications for a **Merchandise Associate** to maintain various product sets in the retail environment, to enhance the customer experience, increase sales and maximize inventory turns. One year relevant work experience required. Apply online at careers.homedepot.ca. Deadline is June 27.

Eccotique Spa & Salon in Uptown Mall is hiring **Estheticians**. In-house training program offers opportunities for career advancement: access to the Regional Educator and opportunity to evolve your skills with Eccotique's Continuous Training and Education Program. Find the full job posting at craigslist.ca.

Walmart in Langford seeks a **Bakery Associate** to monitor the daily variety of bakery items to be baked, finished, and packaged, while communicating effectively with managers and clients alike. The same location is also hiring a Sales Associate. Details at jobs.walmart.com.

Staples in Langford is accepting applications for a part-time **Technology Sales Area Representative**. Primarily a sales position, the Technology Sales Area Representative maximizes sales by leveraging strong selling skills while assisting customers in the Technology Department. Three months to one year of previously related experience is preferred. Details at globalcareers.staples.ca.

Flight Centre is hiring a full-time **Travel Consultant** in Victoria with a proven aptitude in sales and customer service, a strong academic background and overseas travel experience. Go to ca.traveljobs.biz for details.

Serious Coffee in View Royal is looking to hire a part-time **Barista**. Shifts include evenings and weekends. Foods Safe Level I is required. Details at craigslist.ca.

The Hotel Grand Pacific is hiring a **Front Desk Supervisor**. This is a leadership position. Apply at workbc.ca.

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Feedback? Send your comments to kwiley@worklink.bc.ca.