

JOB DESCRIPTION

POSITION:	RECEPTIONIST/COMPLAINTS CLERK		
DEPARTMENT:	Planning & Building Services	UNION:	C.U.P.E. Local 543
LOCATION:	Various	JOB CODE:	543006
HOURS OF WORK:	33.75	GRADE/CLASS:	0.06
SHIFT WORK REQ'D:	No		

DUTIES:

Reporting to the Manager of Inspections/Deputy CBO, or designate, this position responds to routine telephone/counter inquiries and passes other inquiries on to appropriate staff; receives and records complaints concerning alleged violations of the by-laws and regulations enforced by the Department; refers persons having complaints with respect to matters under the jurisdiction of other Departments; compiles statistical and other data; types routine memos, letters, and other information; maintains related files and records; processes cash and financial instruments on a daily basis, i.e. reconciling, balancing, checking, signing/issuing receipts; maintains amiable relations with the public and fellow staff. Will perform Occupational Health & Safety duties as outlined in the Corporation's Health and Safety Program. Will perform other related duties as required.

QUALIFICATIONS:

- Must have an Ontario Secondary School Graduation Diploma or Ontario Ministry of Education equivalency;
- Must have over six (6) months of experience in a computerized office environment using the Microsoft Suite of Products, particularly Outlook and Word;
- Must have 40 wpm typing proficiency;
- Must possess excellent communication, organizational and interpersonal skills;
- Must be capable of maintaining good relations with the public and other employees at all times;
- Must have general knowledge of the by-laws and regulations enforced by the Building Department;
- Knowledge of Amanda and EIS would be considered an asset.
- The physical demands analysis associated with this job indicates a limited / sedentary level of work.

In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.