

**JOB DESCRIPTION**

<b>POSITION:</b>	<b>CUSTOMER SERVICE RECEPTIONIST</b>		
<b>DEPARTMENT:</b>	Council Services	<b>UNION:</b>	C.U.P.E. Local 543
<b>LOCATION:</b>	Various	<b>JOB CODE:</b>	543051
<b>HOURS OF WORK:</b>	33.75	<b>GRADE/CLASS:</b>	0.08
<b>SHIFT WORK REQ'D:</b>	No		

**DUTIES:**

Reporting to the Supervisor, Information & Records, this position will be required to greet the public in person and address their general inquiries about services within City Hall; answer telephone inquiries regarding various City services both inside and outside of City Hall and redirect calls where appropriate; schedule meetings in all City Hall meeting rooms for City staff and/or outside groups and maintain meeting room calendars in Outlook; sort and distribute all pay stubs for both hourly and salary pays and accounts payable cheques; receives and records medex courier deliveries; performs other clerical duties relating to customer service as assigned. 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 one (1) year of customer service experience dealing with the public (both over the phone and in person) in a computerized office environment utilizing the Microsoft Suite of Products (i.e. Outlook, Word);
- Must have excellent organizational skills;
- Must have a pleasant, courteous manner and demonstrate excellent customer service skills;
- Must be capable of communicating effectively and professionally in both oral and written formats;
- Must be capable of working with minimal supervision;
- Completed courses or workshops in Customer Service, Communication and/or Service Excellence would be considered an asset;
- A thorough knowledge of current city services, locations and culture will 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.**