

JOB DESCRIPTION

POSITION:	JUNIOR CLERK - SWITCHBOARD		
DEPARTMENT:	Employment & Social Services	UNION:	C.U.P.E. Local 543
LOCATION:	Various	JOB CODE:	543210
HOURS OF WORK:	33.75	GRADE/CLASS:	0.08
SHIFT WORK REQ'D:	No		

DUTIES:

Reporting to the Supervisor of Administration or designate, this position will be responsible for the operation of the telephone switchboard in a direct in-dial environment; screening and routing of telephone inquiries; advising clients of status of cheques by reviewing the current situation on the computer screen; receiving, sorting, and re-routing of incoming departmental mail; acts as general reception for guest/visitors to the 3rd floor, advise office staff of guest/visitors arrival; responsible to sign for deliveries; must communicate with the public and fellow staff in a tactful and courteous manner. 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 utilizing the Microsoft Suite of Products such as Word & Outlook;
- Must have a minimum typing speed of 40 wpm;
- Must be an effective and efficient communicator;
- The physical demands analysis associated with this job indicates a 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.