

JOB DESCRIPTION

POSITION:	INTERMEDIATE CLERK - RECEPTIONIST (LEAMINGTON)		
DEPARTMENT:	Employment & Social Services	UNION:	C.U.P.E. Local 543
LOCATION:	Various	JOB CODE:	543377
HOURS OF WORK:	33.75	GRADE/CLASS:	0.09
SHIFT WORK REQ'D:	No		

DUTIES:

Reporting to a Supervisor, this position will be responsible to greet the public, obtain information relative to social assistance concerns and provide general information and direction to clients. Respond to telephone inquiries. Responsible for general office duties in a highly computerized environment including accessing file information using Service Delivery Model Technology; schedules appointments for caseworkers; advises staff of any unusual circumstances. Signs client identification slips; receives and distributes mail. Monitors the client waiting area and identifies/addresses any difficult situations according to office policy. 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 experience in a computerized office environment utilizing the Microsoft Office Suite of Products such as Word, Excel, PowerPoint and Outlook;
- Must have a minimum typing speed of 40 wpm;
- Must have neat and legible penmanship;
- 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.