

JOB DESCRIPTION

POSITION:	LOCAL BUSINESS EXPERT		
DEPARTMENT:	Employment & Social Services	UNION:	C.U.P.E. Local 543
LOCATION:	Various	JOB CODE:	543409
HOURS OF WORK:	33.75	GRADE/CLASS:	0.14
SHIFT WORK REQ'D:	No		

DUTIES:

Reporting to an Ontario Works Supervisor, this position will be responsible for providing technical support to Ontario Works staff regarding changes, updates and problem resolution to the Social Assistance Management System (SAMS). Responsible for receiving communications relative to changes impacting SAMS from the Ministry of Community and Social Services. Conducts an analysis of the impacts on the system and provide direction based on own analysis and ministry communications or action plans. Troubleshooting individual and generalized case scenarios with recommended action plans to resolve issues. Independently action items to resolve issues relating to SAMS. Train and instruct staff on new initiatives relative to SAMS changes. Provide motivation and encouragement to assist in focusing staff using the technology. Membership on the SAMS Provincial Working Group or other committees as needed. Will perform Local System Support (L.S.S.) duties in conjunction with other staff to assist in SAMS functions. 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 a three (3) year University Degree in the Social Sciences, Business or Computer Sciences or Ontario Ministry of Education equivalencies;
- Must have over one (1) year of experience in the Social Services Field;
- Must have an advanced level of operating knowledge of the Social Assistance Management System (SAMS) for Ontario Works and have an operating knowledge in a computerized office environment utilizing the Microsoft Office Suite of Products;
- Must be a mature person who can demonstrate sensitivity to customer needs and who has a good knowledge of Social Services programs and related legislation;
- 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.