

JOB DESCRIPTION

POSITION:	CUSTOMER SERVICE CLERK		
DEPARTMENT:	Planning & Building Services	UNION:	C.U.P.E. Local 543
LOCATION:	Various	JOB CODE:	543436
HOURS OF WORK:	33.75	GRADE/CLASS:	0.06
SHIFT WORK REQ'D:	No		

DUTIES:

Reporting to the Manager of Inspection/Deputy Building Official, this position responds to numerous 311 telephone/in-person inquiries and directs to appropriate staff/department; screens calls for managers and supervisors; keeps statistical information regarding nature of calls; maintains records of number of calls and balances workload over available Customer Service Representative; maintains a filing system on copies of permits, and prepares and sorts copies of completed permits for filing by Document Clerk; maintains pamphlet supply information stand; maintains amiable relations with the public and fellow staff; will provide backup for the Complaints Clerk, Cashier and Document Clerk in their absence. 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 (Outlook, Word and Excel);
- Must hold and maintain a current, valid and lawful Class 'G' Driver's Licence in accordance with the Highway Traffic Act, for the purposes of operating a City of Windsor vehicle and provide a driver's abstract as a condition of employment;
- Must have a sound knowledge of general office procedures and functions;
- Must have general knowledge of the By-Laws and Regulations enforced by the Building Department as well as the functions of other corporate departments;
- Must have a minimum typing speed of 50 wpm;
- Must have proven organizational ability in the maintenance of documents;
- Must have a basic knowledge of street locations in the city;
- Training in the use of Amanda as well as Customer Service training would be considered an asset;
- The physical demands analysis associated with this job indicates a sedentary to light 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.