

County Administration Buildings, Belleville, Ontario

PROGRAM SUPPORT SERVICES CO-ORDINATOR

The Community and Human Services Department has an opening for one (1) **permanent full time** Program Support Co-ordinator. This is a non-union position and reports to the Access and Program Support Services Manager. This position is responsible for the day-to-day operation of various program/administrative support functions and the direct supervision of corresponding staff and to assist with development and delivery of integrated access and program support.

Duties:

- Provide day-to-day supervision of non-financial program support staff team.
- Management of the departmental attendance/payroll program.
- Coordination of the integrated mailing and records management program.
- Coordination of front-counter and interview room schedule.
- Provide support, including backup coverage, for the Supervisor, Program Support Services.
- Assist and provide support to the Manager, Access and Program Support Services with the development and maintenance of integrated program support services for the entire department.
- Contribute to Access and Program Support Unit's planning, organizational development, and operational success as a member of the division's management team.
- Assist with implementation of continuous improvement of service delivery processes.
- Monitor and analyze staff performance and support staff development.
- Be aware of and follow the requirements of the Occupational Health and Safety Act and County Policies.

Qualifications:

- Minimum two-three years' post secondary education in Business Administration or Accounting.
- Minimum of five years' of related work experience in a finance/accounting environment.
- Advanced proficiency with Microsoft Office applications Word and Excel.
- Prior supervisory experience.
- General working knowledge of SAMS, YARDI, and OCCMS; with an expert working knowledge of the financial payables, receivables, and reconciliation as it relates to Ontario Works, Children's Services, and Housing Services.
- Strong research, analytical and problem solving skills.
- Excellent verbal and written communications skills.
- Ability to understand, interpret, and ensure staff complies with regulation requirements found in the following Acts: Ontario Works/Ontario Disability Support Program, Housing Services, Residential Tenancy, the Day Nurseries, Municipal Freedom of Information and Protection of Privacy (MFIPPA), and Human Rights Code.
- Sound working knowledge of the organization's financial policies and procedures.
- Commitment to the Hastings County Social Services Operating Principles.
- Demonstrated interpersonal, leadership, and customer service skills in a team setting.
- Demonstrated skills in working with all levels of staff in the organization and the ability to work with external groups, agencies, and/or individuals.
- Ability to deal with numerous project demands in a professional and competent manner.
- Innovative thinking necessary to ensure continuous quality services to our community.
- Discretion and good judgment in dealing with highly confidential and sensitive issues.

Salary Range: \$58,189 to 68,058 per annum, with excellent fringe benefits

Applications for this position will be received in the Human Resources Department until **4:00 p.m. on Friday, February 2, 2018**

Please forward applications to: careers@hastingscounty.com

County of Hastings, 235 Pinnacle Street, Belleville, Ontario K8N 3A9

In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information collected will be used only for the purposes of this employment opportunity.

We thank all applicants for their interest in this position; however, only those applicants selected for an interview will be contacted.

The County of Hastings is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Please contact us if you require this posting in an alternate format. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.