



Sub-Office Clerk/Reception – Quinte West
Temporary Full-Time
Approximately 11 Months

2022-496-CHS-378

The County of Hastings is currently accepting applications for a Temporary Full-Time Sub-Office Clerk/Receptionist at the Quinte West Sub-Office.

DUTIES:

- Receive and direct clients, general public and inquiries for Ontario Works, Housing Services and Children's Services and front counter reception.
- Receive and direct incoming phone calls.
- Monitor and assist with the coordination of appointment schedules and interview room.
- Provision of clerical and administrative support for departmental staff as required such as data entry, faxing, photocopying and managing case file intake preparation
- Assign, record and facilitate internal and file requests for caseworkers
- Access and obtain relevant information from the provincial software platforms (SAMS and YARDI) to respond to inquiries regarding rental amounts, program status and financial assistance issuances.
- Schedule and coordinate appointments, maintain the electronic scheduling tool and receive clients attending office appointments.
- Assist in the completion of Housing applications and direct referrals for Ontario Works to the Intake Access Centre.
- Collect rent and issue receipts for Housing tenants and balance all transactions on a daily basis.
- Receive, sort and process incoming mail and prepare outgoing mail and courier packages.
- Monitor office supplies and place orders as necessary.
- Prepare and file Ontario Works and Housing case files
- Provide available information and literature to clients as it pertains to local programs and community resources.
- Contribute in team meetings to help identify participant trends and develop best front end strategies and practices to optimize customer service.
- Other duties as may be required from time to time.
- Perform duties in the event of a peacetime emergency as set forth in the County of Hastings Emergency Response Plan

QUALIFICATIONS:

- Post-Secondary School Diploma in Business Administration, Accounting or Computers.
- One or two years related work experience.
- Strong customer service and conflict resolution skills.
- Ability to apply discretion and good judgement when dealing with highly confidential and sensitive issues and situations including identifying and responding to service barriers.
- Exceptional organizational skills and the ability to set priorities in a professional and competent manner.
- Strong computer skills with knowledge of Microsoft Outlook, Word and Excel.
- Capacity to work well under pressure and remain flexible in a dynamic environment.
- Ability to work independently as well as within a team setting.
- Must promote a healthy workplace through adherence to corporate and legislated health and safety standards.
- Must obtain and maintain a satisfactory CPIC (Criminal Records Check).
- Ability to effectively communicate both orally and in writing.
- Interpersonal skills to resolve issues at first point of contact, for effective liaison with other staff, departments and the public in complex and difficult situations.

- Ability to set priorities and deal with numerous demands in a professional and competent manner.
- Knowledge of community resources, Windows XP and the Social Assistance Management System (SAMS) and YARDI would be an asset

HOURS OF WORK: 8:30-4:30 (Monday – Friday)

RATE OF PAY: \$25.39-\$27.90/hour + 14% in lieu of benefits

Please send resume and cover letter by email to careers@hastingscounty.com

Quote: **2022-496-CHS-378** in the subject line

Closing Date: Thursday, November 24, 2022 by 4pm

Colleen Dunham, BBA CHRP
A/Human Resources Advisor
Talent Management & Acquisition

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 candidates who apply but advise that only those persons 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. The successful candidate will be required to provide a clear Criminal Record Check and/or Vulnerable Sector Check and proof of being fully vaccinated against COVID-19 or eligible approved exemption by Hastings County.