



**COUNTY ADMINISTRATION BUILDING**  
**Belleville, Ontario**

**Client Access Representative**  
**Permanent Full-Time**

**2022-496-CHS-380**

The County of Hastings is currently accepting applications for a Full-Time Client Access Representative at the County Administration Building in Belleville, Ontario.

**DUTIES:**

- Responsible for front reception duties for Community & Human Services.
- Receive and direct incoming phone calls through our integrated switchboard.
- Monitor and assist with the coordination of appointment schedules and interview rooms.
- Receive, sort, and distribute mail dropped off at main counter and drop off area.
- Schedule, assign, and record internal file transfers, facilitate internal and external file transfer requests for Case Workers and IAC.
- Accept overflow queue calls as per "call back" procedures of IAC
- Backfill Job Information Clerk and support for other access and program support staff as required.
- Other duties as assigned

**QUALIFICATIONS:**

- Minimum two-year diploma in business or accounting
- One to two years related work experience
- Equivalent combination of education and experience may be considered.
- Expert knowledge of County customer service standards and strong interpersonal skills to resolve issues at first point of contact for effective liaison with staff and the public.
- Knowledge of relevant legislation/policy/procedures including MFIPPA, the Ontario Works/Ontario Disability Support Program/Day Nurseries, Housing Services Act, 2011 and Residential Tenancy Acts to provide general information pertaining to eligibility requirements.
- High degree of proficiency with Windows programs including Word, Excel, and Outlook
- General working knowledge of departmental databases including SAMS, YARDI, and OCCMS
- Demonstrated ability to work with minimal supervision and effectively in a team environment
- Use of discretion and good judgment is essential when dealing with highly confidential and sensitive issues

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

**RATE OF PAY:** \$44,494.51-\$48,886.76/annum

Please send resume and cover letter by email to [careers@hastingscounty.com](mailto:careers@hastingscounty.com)

Quote: **2022-496-CHS-380** 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.*