



Job Search

Customer Services/Clerical (Temporary, Full-Time - Up To 9 Months)

230 Talbot St, St Thomas, ON N5P 1B2, Canada Req #1035

Date Posted: February 14, 2025



Internal / External

The Corporation of the City of St. Thomas -
Social Services Department has an opening for:

CUSTOMER SERVICES/CLERICAL (Temporary, Full-Time - Up to 9 Months)

Job Posting #1035-02-25

POSITION SUMMARY:

This CUPE Local 841 position, under the direct supervision of the Manager of Children's Services, performs clerical, administrative and customer service duties for the social services department. Maintains the confidentiality of information accessed in the course of duty throughout the department.

MAJOR TASKS:

1. Acts as the initial point of contact to welcome those individuals attending the Social Services office, or those who access services via the phone by assessing their needs and directing them to appropriate staff or community resources.
2. Performs clerical and administrative duties that support the departmental processes, including inputting data, verifying information, processing mail, distribution of forms, and all aspects of client intakes.
3. Prepares incoming and outgoing applicable documents, correspondence, reports, faxes, external and inter-departmental mail and ensures distribution to the appropriate individual.
4. Provides friendly, calm, efficient, informed, and professional customer service and interactions with clients, community partners and staff.
5. Receives, records, and posts any payments or invoices in appropriate databases and sends relevant documents to the City Treasurer's Department.
6. Performs 3rd party inquiries and additional searches to ensure accurate collection and recording of client information in electronic data base system SAMS.
7. Provides general information to the public including programs and services available within the department as well as resources in the community. Keeps current records of these resources to provide the most accurate and up to date information.
8. In case of emergency, responds quickly by escalating the concern through the colour coded emergency response system. This may include but not be limited to contacting a member of the Leadership Team, calling 911, or by activating the emergency blue button system.
9. Receives goods and services from vendors and delivery agents, processes and distributes accordingly.



- 10. Ensures the timely opening and closing of public reception area by locking and unlocking the appropriate entrance and exits on a daily basis.
- 11. Performs general clerical functions for all divisions of Social Services.
- 12. Acts as back-up to other clerical staff as required.
- 13. This position must be compliant with all provisions of the Occupational Health and Safety Act, related to "Duties of a Worker."
- 14. Performs other such related duties as may be assigned.

QUALIFICATIONS:

Minimum 1-year Post Secondary Education with specialization in Business related subjects together with one (1) to three (3) years experience in the same or related position or an equivalent combination of education, training and experience. Must have demonstrated effective customer service skills and the ability to maintain effective working relationships with clients, the general public and staff. Demonstrated experience in a fast paced customer service environment is required. Must have the ability to manage and effectively respond to stressful situations. Experience working in a computerized environment including knowledge of word processing, data base systems, file management, inter and intranets and electronic mail is required.

CONDITIONS OF EMPLOYMENT:

May be required to work outside and beyond the normal hours of work.

Remuneration: \$24.98 per hour working 35 hours per week. This is a CUPE Local 841 position. *As per the Collective Agreement, upon the completion of six (6) continuous months of temporary employment, Extended Health, Dental & Travel Benefits will commence, subject to the conditions of the Benefit Plan. At that time, you will also be entitled to pro-rated casual sick time.*

Applications must be received on or before Wednesday February 26, 2025 at 11:59 p.m.

HOW TO APPLY:

Go to www.stthomas.ca – Employment, Employment Opportunities. Go to Posting Title and click the 'Apply Now' button. You may need to register/create a Login.

Please import/upload your COVER LETTER AND RESUME individually (i.e. pdf, word) and ensure you have attached all documents prior to submitting your application.

Note: You may be required to answer Qualification questions during the application process.

The City of St. Thomas is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. If you require accommodation to apply or if selected to participate in an assessment process, you must provide your accommodation needs in advance. Questions may be directed to the Human Resources Department at 519-631-1680 ext. 4146.

Although we appreciate all applications received, only those selected for an interview will be contacted.

Personal information for this position is collected under the authority of the Municipal Act, R.S.O. 2001, as amended.

Other details

Pay Type Hourly

Apply Now

