

City of Kingston

Housing & Social Services Clerk

(Temporary Up to 15 Months)

Job Number: J0625-0383

Bargaining Unit: CUPE

Job Type: Temporary, Full-Time

Salary: \$27.81 - \$34.03 /Hour

Hours of Work: 35 hrs/week

Closing Date: July 11, 2025

Opening Statement

The City of Kingston is grateful to experience the traditional territories of Anishinabek (Ah-nish-nah-beg), Haudenosaunee (Ho-den-o-show-nee) and Huron-Wendat (huron-wen-dat). Kingston is a smart, livable city in the heart of eastern Ontario. Its stable and diversified economy includes global corporations, innovative start-ups and all levels of government.

At the City of Kingston, we believe that diversity and inclusion are essential elements of a thriving workplace. We value the unique perspectives and experiences that each individual brings to our team. As we continue to grow, we are dedicated to creating an environment where all employees feel welcomed, respected, and empowered to contribute their best work. The City of Kingston views diversity as its strength and we encourage applications from individuals of all backgrounds, including those from underrepresented communities.

As staff, you play a pivotal role in enhancing people's lives by delivering exceptional, customer-centered services of the highest quality. Within our highly ethical environment, you'll embrace accountability by consistently going above and beyond, actively listening to our customers, creatively addressing their needs, and maintaining unwavering respect for all individuals you serve. As a result, you'll become an integral part of our qualified and dynamic team, recognized for its compassion, excellence, integrity, inclusivity, and adaptability.



Position Summary

****Note this is a temporary position covering full-time hours for up to 15 months****

The Housing & Social Services Clerk will provide clerical support for Housing & Social Services programs and work units. The Housing & Social Services Clerk will perform general office duties including processing customer service inquiries over the phone and in person and schedule appointments data processing, client/service provider payment/recoveries processing, document and file preparation and data management.

KEY DUTIES & RESPONSIBILITIES:

Provide clerical support for Housing & Social Services programs and work units.

Responsible for general office duties including processing customer service inquiries, scheduling appointments, data entry, client/service provider payment/recoveries processing, document and file preparation and management.

Qualifications, Competencies

1 year certificate in human services or office administration or equivalent in education

1 year related clerical experience in a complex and fast paced work environment

Experience in a government or human service agency preferred

Experience in bookkeeping, finance and data entry preferred

Preference will be given to those candidates with direct clerical experience in the Housing and Social Services department

Must demonstrate corporate values of Belonging, Collaboration, Accountability, and Innovation.

Skills, Abilities, Work Demands

Typing 40 w.p.m. (tested) and Basic Microsoft Office skills (Word and Excel tested), mathematical skills

Verbal French language skills is an asset

Strong organizational skills with the ability to meet deadlines and to learn and perform duties of a variety of assignments

Strong interpersonal, customer service and telephone skills

Observance of strict confidentiality required with knowledge of conflict resolution and interventions

Ability to manage difficult customer service interactions

Knowledge of provincial social assistance technologies (SAMS, OCCMS, YARDI) an asset

Must be able to obtain and maintain a satisfactory criminal reference check, including Vulnerable Sector.

Closing Statement

Please inform us of any accommodations we need to make to ensure a barrier-free recruitment experience. Accommodations are available in accordance with the Ontario Human Rights Code (OHRC) and Accessibility for Ontarians with Disabilities Act (AODA) at any stage in the recruitment process. We're happy to provide more information if you email us at HRCity@cityofkingston.ca.

Please apply to Career Opportunities at: www.cityofkingston.ca/Careers
Your resumé must demonstrate how you meet position requirements. Please upload to your profile any educational Degrees, Diplomas and/or Certificates that are relevant and required for the position. We thank all who apply, however, only those selected for further consideration will be contacted. Information collected will be handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

[Please CLICK HERE to Apply](#)