



# Customer Services/Clerical

Req #1233

230 Talbot St, St Thomas, ON N5P 1B2, Canada

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## Job Description

Posted Monday, June 8, 2026 at 12:00 a.m. | Expires Tuesday, June 16, 2026 at 11:59 p.m.

**Internal / External**

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

## **CUSTOMER SERVICES/CLERICAL**

(Temporary, Full-Time - Up to 12 Months)

Job Posting #1233-06-26

### **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.

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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 3<sup>rd</sup> 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.

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### QUALIFICATIONS:

A minimum 1-year College Certificate 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 and knowledge of word processing, data base systems, file management, inter and intranets and electronic mail is required.

**Remuneration:** \$26.76 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 Tuesday June 16, 2026 at 11:59 p.m.**

## HOW TO APPLY:

Go to [www.stthomas.ca](http://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 on this application is collected under the authority of the Municipal Act., R.S.O. 2001, as amended, and will be used to determine eligibility and suitability for employment with the City of St. Thomas. Our hiring process does not use artificial intelligence (AI) or automated decision-making tools. Applications are reviewed and evaluated by our hiring team.*

## Job Details

Pay Type

**Hourly**

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