

POSITION: RECEPTIONIST/COMPLAINTS CLERK JOB POSTING #: 2013-0173

DEPARTMENT:	Building	UNION:	543
POSTING TYPE:	Corporate	JOB CODE:	543006
POSTING STATUS:	Regular Full-Time	POSITION #:	00000006
# OF POSITIONS:	1	GRADE/CLASS:	0.06
SHIFT WORK REQ'D:	No	SALARY RANGE:	\$20.25 - \$23.84 per hour
		HOURS PER WEEK:	33.75

DUTIES:

Reporting to the Manager of Inspections, or designate, responds to routine telephone/counter inquiries and passes other inquiries on to appropriate staff; receives and records complaints concerning alleged violations of the by-laws and regulations enforced by the Department; refers persons having complaints with respect to matters under the jurisdiction of other Departments; compiles statistical and other data; types routine memos, letters, and other information; maintains related files and records; processes cash and financial instruments on a daily basis, i.e. reconciling, balancing, checking, signing/issuing receipts; maintains amiable relations with the public and fellow staff; Occupational Health and Safety duties as outlined in the Corporate Health and Safety Program; performs other related duties as required.

QUALIFICATIONS:

- Must have an Ontario Secondary School Graduation Diploma or Ontario Ministry of Education equivalencies;
- Must have over six (6) months experience in a computerized office environment using the Microsoft Suite of Products, particularly Outlook and Word.
- Must have 40 w.p.m. typing proficiency.
- Must possess excellent communication, organizational and interpersonal skills.
- Must be capable of maintaining good relations with the public and other employees at all times.
- Must have general knowledge of the by-laws and regulations enforced by the Building Department.
- Knowledge of AMANDA and EIS would be considered an asset.

POSTING SPECIFICS:

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| Posting Period: | <ul style="list-style-type: none"> • Thursday, September 5, 2013 at 8:30 AM to Wednesday, September 11, 2013 at 4:30 PM • APPLICATIONS WILL ONLY BE ACCEPTED DURING THE POSTING PERIOD. |
| Who May Apply: | <ul style="list-style-type: none"> • Current City of Windsor employees. Eligibility for consideration is determined by the applicable collective agreement and/or current Corporate hiring practices. |
| How To Apply: | <ul style="list-style-type: none"> • Complete an Internal Job Transfer Form (available at Human Resources or on Dashboard) and attach a resume, specifically noting the job posting number, your qualifications and experience as outlined above. |
| Apply To: | <ul style="list-style-type: none"> • In person to the Human Resources Department or one of the Customer Care Centres • By faxing your Job Transfer and resume to the Human Resources Department |
| Updated: | <ul style="list-style-type: none"> • By Human Resources on September 4, 2013 |