

POSITION: CUSTOMER SERVICE RECEPTIONIST**JOB POSTING #: 2014-0192****DEPARTMENT:** Council Services**UNION:** 543**POSTING TYPE:** Ccorporate**JOB CODE:** 543051**POSTING STATUS:** Temporary Full-Time**POSITION #:** 00001671**# OF POSITIONS:** One (1)**GRADE/CLASS:** 0.08**SHIFT WORK REQ'D:** No**SALARY RANGE:** \$21.80 to \$25.62 per hour**HOURS PER WEEK:** 33.75**DUTIES:**

Reporting to the Information & Records Supervisor, this position will be required to greet the public in person and address their general inquiries about services within City Hall; answer telephone inquiries regarding various City services both inside and outside of City Hall and redirect calls where appropriate; schedule meetings in all City Hall meeting rooms for City staff and/or outside groups and maintain meeting room calendars in Outlook; sort and distribute all pay stubs for both hourly and salary pays and accounts payable cheques; receives and records courier deliveries; performs other clerical duties relating to customer service as assigned. Performs Occupational Health & Safety duties as outlined in the Corporate Health & Safety program; performs other related duties as assigned.

QUALIFICATIONS:

- Must have an Ontario Secondary School Graduation Diploma or Ontario Ministry of Education equivalency.
- Must have over one (1) year of customer service experience dealing with the public (both over the phone and in person) in a computerized office environment utilizing the Microsoft Suite of Products (i.e. Outlook, Word)
- Must have excellent organizational skills
- Must have a pleasant, courteous manner and demonstrate excellent customer service skills.
- Must be capable of communicating effectively and professionally in both oral and written formats.
- Must be capable of working with minimal supervision.
- Completed courses or workshops in Customer Service, Communication and/or Service Excellence would be considered an asset.
- A thorough knowledge of current city services, locations and culture will be considered an asset.
- Will be required to lift up to 3.5 lbs.

POSTING SPECIFICS:**Posting Period:**

- From Tuesday, August 19, 2014 at 8:30 a.m. to Monday, August 25, 2014 at 4:30 PM
- **APPLICATIONS WILL ONLY BE ACCEPTED DURING THE POSTING PERIOD.**

Who May Apply:

- Current City of Windsor employees. Eligibility for consideration is determined by the applicable collective agreement and/or current Corporate hiring practices.

How To Apply:

- 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:

- In person to the Human Resources Department or one of the Customer Care Centres
- By faxing your Job Transfer Form and resume to the Human Resources Department

Updated:

- By Human Resources on August 13, 2014