

POSITION: CUSTOMER SERVICE CLERK**JOB POSTING #: 2010-0099**

DEPARTMENT:	Building	UNION:	543
POSTING TYPE:	Corporate	JOB CODE:	543436
POSTING STATUS:	Temporary Full-Time	POSITION #:	00004440
# OF POSITIONS:	1	GRADE/CLASS:	0.06
SHIFT WORK REQ'D:	No	SALARY RANGE:	\$19.50 - \$22.96 per hour
		HOURS PER WEEK:	33.75

DUTIES:

Reporting to the Manager of Permit Services/Deputy Building Official, responds to numerous 311 telephone/in-person inquiries and directs to appropriate staff/department; screens calls for managers and supervisors; keeps statistical information regarding nature of calls; maintains records of number of calls and balances workload over available Customer Service Representative; maintains a filing system on copies of permits, and prepares and sorts copies of completed permits for filing by Document Clerk; maintains pamphlet supply in information stand; maintains amiable relations with the public and fellow staff; will provide backup for the Complaints Clerk, Cashier and Document Clerk in their absence; perform Occupational Health and Safety duties as outlined in the Corporate Health and 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 six (6) month's experience in a computerized office environment using the MicroSoft Suite of Products (Outlook, Word, Excel).
- Must have a sound knowledge of general office procedures and functions.
- Must have general knowledge of the By-Laws and Regulations enforced by the Building Department as well as the functions of other Corporate departments.
- Must have a minimum typing speed of 50 w.p.m.
- Must have proven organizational ability in the maintenance of documents.
- Must have a basic knowledge of street locations in the city.
- Must be able to move bulky objects (e.g. Plans, files boxes, etc.) weighing up to 10 kilograms.
- Training in the use of AMANDA as well as Customer Service training would be considered an asset.

Note: This temporary vacancy is a vacation replacement for the period August 5 – August 13, 2010 inclusive.

POSTING SPECIFICS:

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| Posting Period: | <ul style="list-style-type: none">• Wednesday, July 21, 2010 at 8:30 AM to Tuesday, July 27, 2010 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 Form and resume to the Human Resources Department |
| Updated: | <ul style="list-style-type: none">• By Human Resources July 19, 2010 |