

POSITION: 211 DATA COORDINATOR

JOB POSTING #: 2013-0109

DEPARTMENT:	Communications & Customer Service	UNION:	543
POSTING TYPE:	Departmental	JOB CODE:	543544
POSTING STATUS:	Temporary Full-time	POSITION #:	00004700
# OF POSITIONS:	1	GRADE/CLASS:	0.14
SHIFT WORK REQ'D:	No	SALARY RANGE:	\$27.17 to \$31.94 hourly
		HOURS OF WORK:	37.5 hours per week

DUTIES:

Reporting to 211 Project Manager is responsible to coordinate database activities in the 211 South West Ontario region and participate in local, regional, provincial and/or national 211 initiatives related to 211 database standards and management. Duties will include but are not limited to audit database records and aggregate various databases into one for the South West Ontario region; follow current database sharing practices with 211 partners and establish new methods to share data; participate on the Ontario 211 Data Expert Group which requires attendance on conference calls and in-person meetings and conducting work to support the objectives of the group; ensure compliance to all data related standards and write related standard operating procedures; develop and maintain special data projects; administer the 211 South West database; create training materials and provide training to staff and 211 data partners; provide technical support to all users of the 211 database and implement upgrades and/or new database systems; provide support to the 211 Support Analysts in database management; provide support to the 311/211 Operators in navigating the 211 database; write database audit reports as well as statistical and analytical reports for the 211 Project Manager and/or 211 partners; assist with maintaining 211 websites; outreach to community agencies and the general public; support the strategic direction of the Ontario 211 Services Corporation. Must be able to interact professionally with 211 partners and represent the interests of 211 and the City of Windsor with limited supervision. Will be required to travel off-site and out of town for meetings. Should have knowledge of the Occupational Health and Safety Act, its regulations and knowledge of the hazards associated with the work; will perform other related duties as required.

QUALIFICATIONS:

- Must have an Ontario Secondary School Graduation Diploma plus a three (3) year post secondary school diploma from a Community College or a University Degree in Information Technology or Business or Ontario Ministry of Education equivalencies.
- Must have over three (3) years demonstrated work experience in managing databases or information technology and coordinating the activities of others or project management.
- Must have an advanced knowledge of Excel.
- Must possess strong problem solving skills.
- Must be able to interpret a complicated problem/solution and explain it in non-technical terms.
- Must have excellent written and verbal communications skills.
- Must have knowledge of HTML.
- Experience conducting training is an asset.
- Knowledge of XML is considered an asset.
- Knowledge of community, social, health and government services is a definite asset
- Must have the ability to travel to offsite and out of town locations in a timely and expedient manner as required. If method of travel is by vehicle, a current valid and lawful driver's licence is required in accordance with the Highway Traffic Act
- Must be willing to become a Certified Resource Specialist (CRS) through the Alliance of Information & Referral Systems (AIRS).

POSTING SPECIFICS:

- Posting Period:**
- Tuesday, June 4, 2013 at 8:30 AM to Thursday, June 6, 2013 at 4:30 PM
 - **APPLICATIONS WILL ONLY BE ACCEPTED DURING THE POSTING PERIOD.**
- Who May Apply:**
- Current employees of the Council Services, Communications & Customer Service Department. Eligibility for consideration is determined by the applicable collective agreement and/or current Corporate hiring practices
- How To Apply:**
- Complete a resume, specifically noting the job posting number, your qualifications and experience as outlined above.
- Apply To:**
- In person to Jennifer Tanner, (A) 211 Project Manager, 400 City Hall Square East, Room 410, or by e-mail to jtanner@city.windsor.on.ca
- Updated:**
- By Human Resources on April 3, 2013