

POSITION: Intake Service Representative (Bilingual)**JOB POSTING #:****DEPARTMENT:** Employment & Social Services**UNION:** 543**POSTING TYPE:** Corporate**JOB CODE:** 543548**POSTING STATUS:** Regular Full Time**POSITION #:** 2596**# OF POSITIONS:****GRADE/CLASS:** 0.10**SHIFT WORK REQ'D:** No**SALARY RANGE:** \$23.47 to \$27.58 per hour**HOURS PER WEEK:** 33.75**DUTIES:**

Responsible for general office duties in a highly computerized environment, including: typing; processing of initial Ontario Works application information; scheduling of appointments; responding to and/or screening of telephone or switchboard inquiries; sorting of data and input documents; maintenance of various team records; providing caseworker assistance such as scheduling appointments; providing social assistance information; assisting clients with specific problems; directing calls to appropriate staff or agencies; sorting and distributing mail; originating, retrieving, sorting and maintaining files; recording various team statistics. Receives emergency calls and determines the extent of the emergency to prioritize appointment scheduling. Schedules intake interviews utilizing a computerized scheduling tool. Performs various third party checks through computerized network access. Requests and sends electronic file transfers internally across offices and externally to other Municipal service managers. Must communicate with the public and fellow staff in a tactful and courteous manner. Perform Occupational Health and Safety duties as outlined in the Corporate Health and Safety program. Perform other related duties as assigned.

QUALIFICATIONS:

- Must have Ontario Secondary School Graduation Diploma or Ontario Ministry of Education Equivalency.
- Must have over (1) year experience in customer service in a social services setting.
- Must be fluently bilingual (French & English)
- Must have operating knowledge and training in computer systems/programs including Windows and the Microsoft Office Suite of Products such as Word, Excel and PowerPoint.
- Must have a minimum accurate typing speed of 40 wpm.
- Must possess good verbal and written communication skills.

POSTING SPECIFICS:**Posting Period:**

- at 8:30 AM to 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 and 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 March 6, 2013