

**POSITION:** Resource Centre Greeter Bilingual

**JOB POSTING #:**

**DEPARTMENT:** Employment & Social Services

**UNION:** 543

**POSTING TYPE:** Corporate

**JOB CODE:** 543553

**POSTING STATUS:** Regular Full-time

**POSITION #:**

**# OF POSITIONS:**

**GRADE/CLASS:** 0.08

**SHIFT WORK REQ'D:** No

**SALARY RANGE:** \$20.99 - \$24.68 hourly

**HOURS PER WEEK:** 33.75

### DUTIES:

To assist people in their independent job search. The Resource Centre Greeter offers guidance and instruction in the use of the Computerized Workstations, Internet, Job Bank Kiosks, and the Resource Library located in the Windsor Employment Resource Centre. Direction is provided by the Front End Greeter regarding the most appropriate organization that job seekers should access for enhanced employment search assistance. General inquiries that are most often addressed by the Front End Greeter are those regarding Social Insurance Numbers, Birth Certificates, Citizenship and Immigration, Passport Acquisition, Ontario Health Insurance, Employment Insurance, and Social Services Assistance. Appropriate direction is given to customers seeking the assistance of the partners located in the Resource Centre that includes the Federal Income Support Programs, Youth Employment Services, Profiles, Windsor Social Services and Human Resources Development Canada. The Front End Greeter provides Employers with information such as how to place a job order, how to hire a worker from a foreign country or how to access labour market information. It is the function of the Front End Greeter to perform basic troubleshooting tasks concerning the Resource Centre computers and printers i.e. - fill printers with paper, change kiosk printer tapes, and reboot computers when necessary. Pamphlet racks and application forms must be maintained and updated by the Front End Greeter. Performs Occupational Health and Safety duties as outlined in the Corporate Health and Safety Program. Will be required to perform other – related duties such as faxing documents and photocopying.

### QUALIFICATIONS:

- Must have an Ontario Secondary School Graduation Diploma or Ontario Ministry of Education equivalencies.
- Must be fluently bilingual (French & English)
- Must have over six (6) months experience working in customer service oriented environment.
- Must have a minimum typing speed of 40 w.p.m.
- Experience working in a computerized office environment and operating knowledge of Windows and Microsoft Applications such as Word would be considered an asset.

### 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 and resume to the Human Resources Department

**Updated:**

- By Human Resources on July 2, 2013