

THE CORPORATION OF THE COUNTY OF WELLINGTON

Social Services Department

Ontario Works Division

Requires a

Cost Recovery Clerk

This position reports to the Cost Recovery Services Manager and is responsible for general office duties, including clerical support to the Cost Recovery team and other positions as required within Ontario Works. The Cost Recovery Clerk will assist with administrative and clerical duties including, but not limited to, scheduling of client interviews, maintaining files, answering inquires pertaining to discretionary benefits, processing reimbursements adhering to overpayment procedures, as well as other computer data entry.

The minimum qualifications for this position include:

- High school graduation or equivalent.
- Over six months experience with the Ontario Works Act and general administration procedures.
- Ability to apply established procedures, such as using internal policies to solve problems.
- Excellent computer skills and experience operating database software.
- Ability to handle sensitive and confidential information.
- Knowledge of Ontario Works Act and other related legislation preferred.

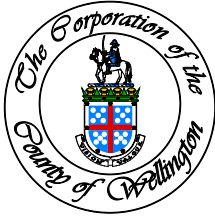
This position offers a comprehensive benefit package and a salary range of: \$42,879.20 to \$49,995.40 (2021 Union Compensation Grid), based on a 35 hour work week.

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #115-21 by Friday, July 23 at 4:00 pm.**

ATTENTION: HR DEPARTMENT, County of Wellington Administration Centre, 74 Woolwich Street, Guelph ON N1H 3T9. E: careers@wellington.ca or F: 519.837.8882. Please respond by one method of application only. **No phone calls please.** Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The County is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance.





COUNTY OF WELLINGTON

POSITION DESCRIPTION

Title: Cost Recovery Clerk	Reports to: Cost Recovery Services Manager
Department: Social Services	Division: Ontario Works
Effective: January 2003	Revised: June 2021

BASIC FUNCTION:

This position reports to the Cost Recovery Services Manager and is responsible for general office duties, including clerical support to the Cost Recovery team and other positions as required within Ontario Works. The Cost Recovery Clerk will assist with administrative and clerical duties including, but not limited to, scheduling of client interviews, maintaining files, answering inquires pertaining to discretionary benefits, processing reimbursements adhering to overpayment procedures, as well as other computer data entry.

PRINCIPAL RESPONSIBILITIES:

Under the guidance of the Cost Recovery Services Manager, the Cost Recovery Clerk has the following responsibilities:

- Assist participants and direct inquiries to the appropriate source.
- Monitor the discretionary benefits phone line(s), email account(s) and process requests in accordance with policy.
- Correspond with dental offices and Accerta for dental queries. Access and update the Accerta Worx database as required.
- Monitor dental extraordinary requests and submit to manager for approval as needed.
- Receive inquiries and book appointments for clients related to Cost Recovery programmes.
- Prepare materials and schedule for internal review and Eligibility Verification Process (EVP) cases
- Produce and maintain spreadsheets/excel for Cost Recovery programmes. Updating Social Assistance Management System (SAMS) and other technology systems to reflect client requests and benefits provided.
- Provide back-up coverage related to other clerical duties within the Ontario Works Division.
- Complete Third Party checks as required.
- Schedule interpreters as required.
- Photo copying, faxing and other office administrative support.
- Other duties as requested.

ACCOUNTABILITY:

- Actions in this position could result in minor loss of time or resources. Must correctly relay information, schedule appointments, process payments and maintain accurate records.

PHYSICAL EFFORT AND WORKING CONDITIONS:

- Light activity of a long duration while working at a computer or filing.
- This position has occasional exposure to minor hazards such as rudeness or profanity from clients.

CONTACTS:

This position deals with requests, settles complaints and clarifies information with the following:

Internal: Social Services staff at all levels.

External: Clients and representatives from professional agencies and governments.

MINIMUM QUALIFICATIONS:

- High school graduation or equivalent.
- Over six months experience with the Ontario Works Act and general administration procedures.
- Ability to apply established procedures, such as using internal policies to solve problems.
- Excellent computer skills and experience operating database software.
- Ability to handle sensitive and confidential information.
- Knowledge of Ontario Works Act and other related legislation preferred.

CONDITIONS OF EMPLOYMENT:

- Police Vulnerable Sector Check.
- Proof of Education.

OTHER:

- Location: 129 Wyndham Street North, Guelph.
- Regular Work Hours: 35 hours per week.
- Collective Agreement between the County of Wellington and CUPE Local #973.