



THE CORPORATION OF THE COUNTY OF WELLINGTON

Social Services Department
Ontario Works Division

Requires a

Six Month Contract Full Time Ontario Works Receptionist

This position reports to an Ontario Works manager and is responsible for assisting clients that are contacting an Ontario Works office. This position provides high quality service to the public and to staff in a number of different ways, including: greeting and assisting the public who visit the office, assisting clients that telephone the office (switchboard and main phone lines), responding to general client inquiries, processing of internal and external mail as well as items being received from clients and providing administrative and clerical support to the office.

The minimum qualifications for this position include:

- High school graduation or equivalent.
- Over three months experience with Ontario Works and client service.
- Ability to communicate clearly, demonstrate empathy and deliver high quality service to members of the public.
- Excellent organizational skills and the ability to manage multiple tasks in a busy work environment.
- The ability to apply established procedures, and policies to solve problems.
- Ability to maintain accurate records.
- Excellent computer skills and experience operating database software.
- Ability to handle sensitive and confidential information.
- Knowledge of the Ontario Works Act and other related legislation.
- All new or rehired employees must provide proof of full vaccination against COVID-19 and agreement of the County of Wellington vaccination requirement, prior to commencing employment.

This position offers a benefit package and an hourly range of: \$25.98 - \$30.28 (2022 Union Compensation Grid).

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #035-23 by Friday, February 3 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.

Alternate formats available upon request.



COUNTY OF WELLINGTON

POSITION DESCRIPTION

Title: Ontario Works Receptionist	Reports to: Ontario Works manager (various)
Department: Social Services	Division: Ontario Works
Effective: 2007	Revised: July 2014

BASIC FUNCTION:

This position reports to an Ontario Works manager and is responsible for assisting clients that are contacting an Ontario Works office. This position provides high quality service to the public and to staff in a number of different ways, including: greeting and assisting the public who visit the office, assisting clients that telephone the office (switchboard and main phone lines), responding to general client inquiries, processing of internal and external mail as well as items being received from clients and providing administrative and clerical support to the office.

PRINCIPAL RESPONSIBILITIES:

Under the guidance of an Ontario Works manager, the Ontario Works Receptionist position has the following duties and responsibilities:

- Communicating tactfully with clients and the public, both in person and via telephone.
- Providing general information on County programmes and services in response to inquiries.
- Referring clients to community agencies and resources as appropriate.
- Managing office communications including mail, courier, voicemail, fax.
- Providing administrative support to workers including scheduling of appointments, returning phone calls, copying, ordering forms and office supplies.
- Operating switchboard and directing calls to proper extensions.
- Ensuring front office supplies are ordered on time, keeping an inventory of required items.
- Updating the telephone messaging system, public signage and other public communications to ensure clients are aware of changes in service (ie. holiday closures and changes in business hours).
- Assisting with general administrative duties to support the delivery of Ontario Works (third party checks, filing, etc.).
- Other duties as assigned.

ACCOUNTABILITY:

- Ability to conduct work duties accurately, errors could result in minor loss of time or resources.

PHYSICAL EFFORT AND WORKING CONDITIONS:

- Light activity of long duration, such as working at a computer.
- This position has regular exposure to major hazards, such as behaviourally challenging clients, and dealing verbally and/or physically aggressive clients.

CONTACTS:

This position will deal with or settle requests, complaints or clarify information with the following contacts.

Internal: Ontario Works staff.

External: Clients and representatives from community agencies.

MINIMUM QUALIFICATIONS:

- High school graduation or equivalent.
- Over three months experience with Ontario Works and client service.
- Ability to communicate clearly, demonstrate empathy and deliver high quality service to members of the public.
- Excellent organizational skills and the ability to manage multiple tasks in a busy work environment.
- The ability to apply established procedures, and policies to solve problems.
- Ability to maintain accurate records.
- Excellent computer skills and experience operating database software.
- Ability to handle sensitive and confidential information.
- Knowledge of the Ontario Works Act and other related legislation.

CONDITIONS OF EMPLOYMENT:

- Police Vulnerable Sector Check.
- Proof of Education.

OTHER:

- Location: 129 or 138 Wyndham Street North, Guelph.
- Regular Work Hours: 35 hours per week.
- Collective Agreement between the County of Wellington and CUPE Local #973.