



## Job Ad

**Ministry:** Ministry of Community and Social Services  
**Division:** Ontario Disability Support Program  
**Position Title:** CLIENT SERVICE REPRESENTATIVES  
**Duration:** 1 Permanent, 1 Temporary (permanent and temporary positions for eligibility list)  
**Location:** Sudbury, Timmins, Kirkland Lake, Sault Ste Marie, Kenora, Thunder Bay, North Bay  
**Compensation Group:** OPSEU  
**Salary:** \$22.18 - \$25.08 (MplusM) per hour\*  
**Position Status:** Restricted  
**Job Code:** 09OAD - Office Administration 09  
**Schedule:** 3.7  
**Category:** Administrative and Support Services  
**Job ID:** 11345

If you take pride in providing customer service to Ontario citizens, in helping others and you enjoy problem solving, consider this opportunity with the Ministry of Community and Social Services. As part of the Ontario Disability Support Program team, you will provide clerical services to the income support program. As the primary contact for Ontario Disability Support Program applicants and clients, you will provide information to clients and the public regarding social assistance programs. You will also gather and review client information to establish entitlements and process recommendations for benefits.

**Qualifications:** well developed communication skills including thorough interviewing and listening skills to elicit information, explain entitlements and eligibility, and respond effectively to client inquiries; demonstrated analytical and problem solving skills to determine client needs, respond to client inquiries and concerns, identify discrepancies, and make recommendations on client eligibility and entitlement; proven ability to function effectively in a team environment and work independently; proven interpersonal skills including tact and diplomacy; demonstrated ability to interpret and apply legislation, regulations, and policies in order to recommend eligibility, explain legislation and procedures to clients; knowledge of community agencies and other government programs to assist clients in securing all available sources of income; highly developed organizational skills to coordinate work, meet various deadlines, and handle conflicting priorities; excellent mathematical skills to calculate amount of entitlements and overpayments as well as perform budget calculations for clients; proficiency with online databases and with various computer applications (word processing, spreadsheets, e-mail, internet). Proficiency in English and advanced oral French required for any of the bilingual positions.

\*\*This competition will be used to update the eligibility list for any of the Ministry of Community and Social Services Client Service Representative vacancies across northern Ontario up to and including December 31, 2008.

When submitting your applications, please indicate which location(s) you are applying for and indicate if you are applying for a unilingual or bilingual position or both.

**Posting Date:** Friday, August 22, 2008

**Closing Date:** Monday, September 08, 2008

Applications must be received by the end of the closing date with the Job ID number quoted.

### Apply online

**or send application to:** Northern Recruitment Centre, Ministry of Government Services  
159 Cedar Street, Suite 404  
Sudbury, Ontario, P3E 6A5  
Fax: 705-564-9165

Only applicants selected for interview will be contacted.

OPS Employees are required to quote their WIN EMPLOYEE ID number when applying to positions.

**The Ontario Public Service is an equal opportunity employer.**

**Accommodation will be provided in accordance with the Ontario Human Rights Code.**

\*Indicates that the salary listed includes the maximum plus merit, in accordance with the OPSEU Collective Agreement.