

September 22, 2008

MEMORANDUM TO: All Staff

SUBJECT: ServiceOntario Intern Pilot Program

ServiceOntario is piloting a youth and new professional's strategy aimed at rejuvenating talent and developing an applicant pool for succession planning within the organization.

In support of the strategy and in recognition of the existing talent pool, one internal candidate in Thunder Bay will be recruited to fill a six-month internship assignment.

Potential candidate must meet the following requirements. Qualified individuals

- should be within two years of graduation from a post-secondary education;
- display exceptional performance and a commitment to customer service;
- display leadership capabilities;
- hold strong communication and strategic thinking skills, and be willing to challenge conventional ways of thinking;
- aspire to opportunities to grow and be challenged within the organization.

In Thunder Bay, we have designed a unique assignment for the successful candidate that includes spending two months with each of the Health Card Services team, the Land Registry Office and the Office of the Registrar General. Attached to this memo is an assignment overview.

Interested individuals should submit their resumes to Susan Romas, HR Business Advisor, at Susan.Romas@ontario.ca no later than October 3, 2008. Qualified candidates will be invited to attend an interview.

Please speak with your manager if you have any questions regarding this pilot.

Sincerely,

Sandra Leonetti
ADRG
Office of the Registrar General

Mayann Skirton
Manager
Retail Offices

Robert Johnson
Land Registrar
Real Property Registration

Encl.

SERVICEONTARIO INTERN PILOT PROJECT

Health Card Services – Ontario Health Insurance Plan Component

Assignment Purpose:

Health Card Services administers Ontario's Health Insurance Plan, conferring or denying entitlement for health coverage to residents of Ontario, and providing entitled individuals with photo health cards.

We maintain a private database for health card records that are subject to significant security and privacy measures.

This assignment is to provide exposure to customer service through the duties and activities involved in achieving this mandate. A security clearance is required from all candidates.

Key Responsibilities:

Under the general supervision of a Team Leader or Manager, you will:
Learn the basic processes and procedures of OHIP and its security mandate while providing customer service for the purpose of health card renewals only.

This will include the screening of documents provided by clients as proof of residence and identification; support and ensure consistent application of policies and procedures; processing applications; entering client information into the Registered Persons Database; operating various office equipment and applications such as computers, facsimile, photocopier etc. while maintaining confidentiality at all times.

Skills Required:

High accuracy and attention to detail; Sound judgement; proficiency with of a variety of office equipment and computer software, including word-processing and database software; conflict resolution with upset or irate clients, proven ability to work independently or within a team environment; demonstrated organizational skills.

Learning Opportunities Provided:

The successful applicant will:

- Enhance customer service skills
- Develop team building skills
- Improve communication skills
- Become familiar with the Ontario Public Service
- Expand computer skills

Land Registry Office Component

Assignment Purpose:

The Real Property Registration Branch manages and operates 54 Land Registry Offices throughout Ontario, which register, store, and manage documents, deeds, mortgages and plans of survey. Registration of real property is done under either the Land Titles or the Registry system. All registered and deposited records are available to the public, for a fee, to search title or obtain information about the ownership of real property. Depending on the specific Land Registry Office, clients may also file certain Articles under the Business Corporations Act.

Key Responsibilities:

Under the general supervision of assigned Land Registry Office staff, you will: Provide counter service for solicitors, title searchers, and the general public by assisting clients with the self serve equipment and services e.g. Whiteprinter, microfilm reader printers, document view, printouts of title to property; Review and process basic reference plans for deposit; Review and process/certify basic land registration documents. Perform various clerical functions, including responding to mail and telephone inquiries and integrated records management; operate various office machines such as photocopier, whiteprinter, reader-printer, scanner, and cash register.

Skills Required:

Customer/client service skills; Oral and written communication skills; Proven ability to work within a team/independently; Demonstrated organizational skills; High accuracy and attention to detail; Knowledge of/skills in operating a variety of office equipment and computer software, including word-processing, spreadsheet, email, and database software.

Learning Opportunities Provided:

The successful applicant will:

- learn the basic processes and procedures of a Land Registry Office;
- develop teambuilding skills;
- become familiar with the Ontario Public Service;
- develop computer skills;
- enhance customer service experience.

Office of the Registrar General Component

Assignment Purpose:

The ORG administers Ontario's system for vital statistics. This means we register all births, marriages, deaths, stillbirths, name changes and adoptions that happen in Ontario and we provide proof of registration in the form of certificates to the public. The ORG also supports public health-policy decision making and health research.

These records are not public and are subject to significant security and privacy measures.

This assignment is to provide exposure to customer service through the duties and activities involved in achieving the mandate.

Key Responsibilities:

Under the general supervision of a Team Manager, you will provide customer service through various tasks under the Team Representative job description.

This may include registering events, processing applications for certificates, processing requests for name changes, amendments, adoption-related services, providing support directly to customers via telephone or email as well as providing support to stakeholders and partners; perform various clerical functions, including responding to mail/email and telephone inquiries and integrated records management; operate various office machines such as photocopier, scanner, facsimile and computers.

(Note for internal candidates – consideration will be given to your current placement so as to provide you with an opportunity on a different team.)

Skills Required:

High accuracy and attention to detail; knowledge of/skills in operating a variety of office equipment and computer software, including word-processing, spreadsheets, email, and database software; customer/client orientation; oral and written communication skills; proven ability to work within a team/independently; demonstrated organizational skills; a security clearance is required will be required from all candidates.

Learning Opportunities Provided:

The successful applicant will:

- learn the basic processes and procedures of the ORG including its security mandate and how this supports excellent customer service
- develop teambuilding skills;
- become familiar with the Ontario Public Service;
- develop computer skills;
- enhance customer service experience.