



Job Ad

Organization:	Ministry of the Attorney General
Division:	Office of the Public Guardian and Trustee
Position Title:	CLIENT REPRESENTATIVE ASSISTANT
Job Term:	1 Permanent
Location:	189 Red River Road, Suite 101, Thunder Bay, P7B 1A2, North Region
Compensation Group:	Ontario Public Service Employees Union
Salary:	\$23.48 - \$26.55 per hour*
Posting Status:	Open Targeted
Job Code:	09OAD - Office Administration 09
Schedule:	3.7
Category:	Customer and Client Services
Job ID:	36183

The Office of the Public Guardian and Trustee is seeking a customer focused individual to provide administrative support in managing the financial affairs of vulnerable clients.

You Will:

- respond to inquiries
- liaise and correspond with clients, care-givers, health and legal professionals, banks, creditors, utilities and clients relatives
- determine priorities
- clarify/explain legislation/regulations/policy
- resolve concerns
- co-ordinate resolutions
- provide financial analysis, taking action on invoices by correcting discrepancies and arrears
- assess client needs
- provide cash disbursements
- monitor accounts
- review files and assets

What we are looking for:

In addition, your résumé will demonstrate the following skills and knowledge:

- demonstrated judgment and ability to work effectively with a diverse vulnerable client group and apply processes and procedures;
- initiative and resourcefulness to work well independently and as part of a team;
- proven problem solving skills
- demonstrated oral and written communication and interpersonal skills to respond tactfully and diplomatically to inquiries and correspond with clients, team members, care-givers, health care and legal professionals, financial institutions, creditors and relatives.
- demonstrated organizational and analytical skills
- ability to multi-task in high demand work environment to meet strict deadlines.
- demonstrated arithmetic skills to review financial situation of clients, prepare cash disbursements for expenses and place cash reserves on accounts;
- demonstrated ability to interpret and apply legislation, regulations and policies.
- demonstrated experience and proficiency with computers and software applications such as word processing, spreadsheet, electronic mail, internet and operating database systems.
- general knowledge of the role of the Office of the Public Guardian and Trustee.

The successful candidate will be required to have a satisfactory criminal reference check (CPIC).

For more information on the role of the Office of the Public Guardian and Trustee please visit us online at

<http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/default.asp>

Posting Date: Wednesday, June 29, 2011

Closing Date: Thursday, July 14, 2011 11:59 pm EDT

How to apply:

1. You must apply online by visiting www.ontario.ca/careers. You must enter the job id number in the Job ID search field to locate the job ad.
2. You must show how you meet what we are looking for clearly, completely and concisely. We rely on the information you provide to us.
3. Read the **job specification** to make sure you understand this job.
4. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.
5. If you require a disability related accommodation in order to participate in the recruitment process, please **Contact Us** to provide your contact information. Recruitment Services staff will contact you within 48 hours.

Remember: The deadline to apply is Thursday, July 14, 2011 11:59 pm EDT.
Late applications will not be accepted.

Note: We thank you for your interest; however, we will contact you only if we choose you for further screening or an interview.

N-AG-36183/11

**The Ontario Public Service is an equal opportunity employer.
We will accommodate your needs under the Ontario Human Rights Code.**

*Indicates the salary listed as per the OPSEU Collective Agreement.