



Job Ad

Organization:	Ministry of Community and Social Services
Division:	Ontario Disability Support Program
Position Title:	Program Support Clerk
Job Term:	1 Permanent
Location:	435 South James Street, Thunder Bay, P7E 6S7, North Region
Compensation Group:	Ontario Public Service Employees Union
Salary:	\$21.11 - \$23.67 per hour*
Posting Status:	Restricted to OPS employees living or working within 125 Km of the work location
Job Code:	06OAD - Office Administration 06
Schedule:	3.7
Category:	Customer and Client Services
Job ID:	38128

The Ministry of Community and Social Services and Ministry of Children and Youth Services, Ontario Disability Support Program (ODSP) seek your highly motivated, client centered skills to respond to inquiries and provide program information to a diverse clientele, the public, advocacy groups and agencies.

As a customer service provider and member of the program delivery team, you will:

- respond to telephone calls
- provide general program information on program requirements to callers
- process mail
- maintain client filing systems and fully utilize database information to process forms and documents

What we are looking for:

Knowledge:

- proven knowledge of general office procedures, practices and office equipment
- ability to acquire, apply and interpret knowledge of the regulations, policies and guidelines governing the Ontario Disability Support Program (ODSP)

Customer service and communication skills:

- provide high quality customer service in a timely and accurate manner
- strong customer service skills to deal effectively with a high volume of clients with disabilities in person and by telephone contact
- demonstrated communication and interpersonal skills to provide correspondence and information in writing, in person and by phone to clients
- awareness of and sensitivity to various client disabilities while always being tactful and demonstrating diplomacy and confidentiality

Organizational and time management skills:

- ability to organize and coordinate workflow
- skills to assess priorities to meet competing deadlines
- demonstrated ability to support team work and colleagues

Technical Skills:

- ability to work in a fully automated environment (using on-line databases and various Windows based computer applications such as: Word, Excel, electronic mail to input and access client information and produce reports, forms and letters)

Posting Date: Thursday, August 18, 2011

Closing Date: Thursday, September 1, 2011 11:59 pm EDT

How to apply:

1. You must **apply online** from an OPS computer. You will not be able to apply from your home computer.
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, September 1, 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-CS-38128/11(2)

**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.