



Job Specification

Position Title: Program Support Clerk
Job Code: OPSEU - Office Administration 06, 06OAD
Job ID: 38128

Purpose of Position:

To provide telephone reception and general program information to a diverse clientele, the public, advocacy groups and agencies. To provide clerical support including filing, data input and administrative duties for the office and as a member of the program delivery team.

Duties/Responsibilities:

Reporting to the ODSP Manager, the Position has the following responsibilities:

General Duties/Reception:

1. Responds to telephone calls to the office by answering and returning telephone calls; receives `zero out` calls; actions phone call requests; forwards calls to appropriate staff. Performs receptionist/switchboard/terminal room/file room duties as assigned.

Provides general information and initial response to inquiries taken at reception and walk-ins. Provides general program information and awareness of program requirements to clients, agencies and stakeholders. Accesses client database to respond to general client inquiries. As requested, contacts external agencies respond to general inquiries. Coordinates availability to of interview rooms; schedules/reschedules interviews with clients as requested. Responds to inquiries and makes appropriate referrals (where applicable). Forwards cases to appropriate staff.

Mail: Processes all incoming and outgoing mail and courier packages (e.g. opens, stamps, identifies and distributes); mail to appropriate staff. Distributes cheques photocopies materials (as required); distributes (where appropriate).

Filing:

Maintains client filing systems physically and electronically, e.g. physically and electronically accepting and transferring files; collects, sorts and inserts materials into appropriate files; opens new files; tracks and follows-up on files; maintains file room and keeps up to date (preparing files for archiving). Gives master file to appropriate staff and logs internal review. Requests and receives Ontario Works files. Prepares/reorganizes files as needed to meet ODSP Master file standards.

Processing:

Maintains up-to-date program information for clients (i.e. brochures and fact sheets) and forms. Accesses information related to client eligibility from third party databases and forms. Processes and issues drug/dental and vision care benefits forms; receives/collects client information regarding benefits; gathers relevant information/documentation from clients; collects and inputs request forms for direct banking deposits.

Prints cheques and completes Cheque Direction Form (CDF) by validating against benefit unit notes or Tasks and paylists; distributes cheques appropriately. Writes manual cheques (as required). Maintains cheque log. Prepares deposits for physical cheque deposits. Makes copies of cheques for client file (where appropriate). Maintains adequate supply of cheque stocks; places cheque orders; maintains cheque registers/logs according to prescribed processes. Accepts and prints terminal room reports and distributes accordingly.

Inputs data into appropriate databases; populates databases. Records and tracks Social Benefits Tribunal appeals and Internal Reviews.

Creates and distributes standard client letters; prepares and distributes/sends necessary correspondence (as required); reviews task list assigned, and follows up with clients, staff and community groups with appropriate standardized/template letters.

Knowledge:

Requires knowledge of ODSP Act, regulations, policies and previous and current guidelines in order to provide accurate information and explanations.

- Requires knowledge of program and benefit eligibility criteria.
- Working knowledge of other provincial, federal and municipal programs such as Ontario Works, Pension Plan, Ontario Student Assistance Plan, in order to provide general information and provide appropriate referrals to clients. Knowledge of local community resources such as food banks, housing and support agencies.
- Working knowledge of capabilities and operation of on-line database (i.e. SDMT) and various windows based computer applications.
- Awareness of and sensibility to various client disabilities in order to provide appropriate pro-active service.
- Knowledge of branch and program objectives, responsibilities and operations (e.g. regional and local priorities and directions, service standards internal workflow) to support ministry/branch vision in providing high quality customer service in a timely and accurate manner.
- Good knowledge of office equipment, switchboard, electronic data entry equipment information and provide resources and computer terminals.
- The position requires knowledge of electronic mail to receive and transmit information, and a basic knowledge of the database software in order to input and extract file information.

Skills:

Position requires data entry skills in order to enter case file information into database and requires ability to retrieve records and to extract specific information from the database. Position requires interpersonal skills, including effective listening and self-control techniques to elicit information from a diverse clientele.

Skills to deal effectively with a high volume of clients with disabilities in face-to-face situations and by telephone contact.

Strong client-centered customer service skills.

Job requires sound judgment and interpretative skills to determine the nature of the inquiry and needs of the client.

Oral communication skills to discuss and provide general information on other programs such as CPP, Ontario Works, etc.

Ability to communicate effectively in writing to respond inquiries and produce reports.

Ability to work in a fully automated environment using on-line database (i.e. SDMT) and various windows based computer applications including Word, Excel, and electronic mail and access client information on-line and produce reports, forms and letters.

Ability to organize and coordinate own work to support the work of the team in meeting deadlines.

Ability to work effectively in a team and with autonomy.

Job requires effective interpersonal skills to support team members in achieving team and organizational goals.

Office administration skills to maintain, update, and track manual and electronic filing system and operate routine equipment.

Organizational skills to coordinate work and meet deadlines.

Freedom of Action:

Work is performed under the general supervision of the ODSP Manager and within guidelines of relevant legislations, OPS and ODSP policies and procedures, such as the requirement to observe the privacy requirements of the FOI&POP Act when responding to queries from the public and non-staff members, which requires judgment in dealing with client information. The ODSP Manager is consulted in complex/unusual situations that deviate from established guidelines.