



Job Ad

Organization:	Ministry of Government Services
Division:	Central Services Division
Position Title:	Team Representative
Job Term:	2 Permanent
Location:	189 Red River Rd, Thunder Bay, P7B 6L8, North Region
Compensation Group:	Ontario Public Service Employees Union
Salary:	\$22.46 - \$25.33 per hour*
Posting Status:	Open Targeted
Job Code:	08OAD - Office Administration 08
Schedule:	3.7
Category:	Administrative and Support Services
Job ID:	38595

Are you seeking to expand your skillset and thrive on providing outstanding customer service? Do you have experience and success working in a fast-paced, high-volume team environment? If so, consider this challenging opportunity within ServiceOntario.

As a member of our team:

- . You will review and process documents for accuracy, completeness and compliance with legislation.
- . You will enter the data from these documents into a database and distribute service requests to appropriate departments.
- . You will process all requests in a timely manner to meet our rigorous service guarantees.
- . You will receive and reconcile fees, respond to inquiries from the public and assist the team where needed.

What we are looking for: Analytical, judgement and interpretation skills:

- . demonstrated analytical decision making and problem solving skills
- . ability to carefully examine documents for completeness and accuracy
- . demonstrated ability to interpret, apply and determine compliance with legislation
- . proven ability to maintain confidentiality and security of personal and confidential information

Interpersonal skills:

- . ability to work as a member of a team in a fast-paced, high pressure environment
- . ability to deal effectively with the public, business and professional clients with tact, diplomacy and discretion on highly confidential matters

Computer skills:

- . proven knowledge of word processing, spreadsheet and database software
- . strong ability to produce accurate data entry results

Note: Prior to the offer of employment, in accordance with the OPS Personnel Screening Checks Policy, the top applicant(s) will be required to undergo personnel screening checks, which includes a police records check. We will arrange this check for you.

Posting Date: Thursday, August 25, 2011

Closing Date: Friday, September 9, 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 Friday, September 9, 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-MG-38595/11(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.