

SUPPORT CLERK

REGULAR, FULL-TIME POSITION

BASED IN SIOUX LOOKOUT

COMPETITION #ISS 21-09

Dedicated to improving lives, the Kenora District Services Board (KDSB) is the integrated service delivery agency providing help and support when you need it. With forward thinking and engaged employees, we deliver Ontario Works, Social Housing, Early Learning and Child Care, and Land Ambulance to current and future clients.

We are currently seeking to hire a regular, full-time **Support Clerk** located in **Sioux Lookout, Ontario** to join our Integrated Social Services team. Our employees enjoy a healthy work environment, development opportunities, and an opportunity to make a difference in the lives of others.

Reporting to the Manager of Integrated Social Services, the Support Clerk provides administrative and clerical support to the various KDSB programs and directs individuals to appropriate staff for effective, streamlined customer service.

Key responsibilities include:

- Upload, download, receive, print, process and transmit data within various databases.
- Respond to in-person, electronic, and telephone inquiries.
- Receive and enter payments into appropriate databases, issue receipts, balance cash and prepare deposits.
- Receive, sort, and distribute incoming and outgoing mail and electronic mail.
- Receive maintenance calls/concerns, create work orders, and post housing maintenance chargebacks.
- Conduct third party checks to verify information.
- Produce correspondence and reports using the available software as required.
- Maintain community information board.
- Monitor maintenance of office equipment and order office supplies.

Successful candidates will have:

- Demonstrated excellence in customer service and sufficient communication and interpersonal skills in dealing with individuals, co-workers, management, vendors, and community agencies.
- The ability to handle concerns in a tactful, sensitive manner.
- Demonstrated respect for people of all colour, culture, nationality, and circumstance.
- High level of ability to use computer and other information technology, including specialized software and administrative systems including databases, word processing, spreadsheets, data input and retrieval.
- Ability to prioritize workload.
- Demonstrated on-going commitment to the principles and practices of confidentiality.

Qualifications will include:

- Successful completion of a post-secondary education program in Office Administration or similar and two years' related experience. Alternatively, a combination of education and/or experience is required.
- A satisfactory Police Vulnerable Sector Check.
- A valid Ontario Class G (or equivalent) driver's license.

The starting hourly wage for this position is \$25.56. Interested applicants are invited to submit a cover letter and resume, by email, referencing the competition number in the subject line of the e-mail, on or before **April 28, 2021 at 4:00pm local time** to the:

Human Resources Department
Kenora District Services Board
Email: hr@kdsb.on.ca

Confidential information provided by applicants will be used for the purpose of this competition only and will be protected in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.

While all responses are appreciated, only those applicants selected for an interview will be contacted.

The KDSB is an equal opportunity employer.