



**Position: Community and Social Services Administrative Support Clerk**

**Competition Number: 2019-EX-EN-52719143-01**

**Competition posting date: 2019.11.27**

**Competition closing date: 2019.12.11**

Community & Social Services Department, Employment and Social Services  
Multiple Full Time Temporary positions (Up to 1 year) - 35 hours/week  
Affiliation: CUPE 503 Inside/Outside  
Salary: \$51,880.92 to \$60,702.46 annually (2019 rates of pay)

Location: Various

Category: Current Opportunities  
Employment Group: Community and Social Services

\*You will initially be paid 95% of your starting rate of pay, in accordance with the collective agreement.

**Job Summary**

Responsible for providing administrative support to employment and social services (ESS) programs and services, including, but are not limited to: data entry, filing/records management, reception and liaison with clients; providing customer services to clients; printing and releasing cheques and/or replacement documents to clients; and contributing to the overall improvement of service delivery.

**Education & Experience**

Completion of Grade 12.

Minimum of two (2) years experience in a customer service, clerical or administrative, or social services environment.

**Language, Certificates & Licenses**

The successful candidate will be required to complete a Criminal Record and Judicial Matters Check to the City of Ottawa's satisfaction.

Day 1 Ready bilingual - Immediate requirement for language proficiency:

French oral, reading, writing required

English oral, reading, writing required.

Candidates must meet language requirement for position upon hire.

Ability to communicate in a language other than French or English will be considered an asset

**Knowledge**

- Office/clerical and reception procedures
- Services and programs offered in the ESS Sites as well as community agencies
- Corporate computer software/applications including MS Office Suites (Excel, Word, PowerPoint, Outlook, etc.)
- Corporate Cash Handling Policy
- Knowledge of applicable health and safety legislation, including the rights and duties of workers.



- Lived experience in relation to equity seeking groups will be considered an asset
- Knowledge of demographics and the related social economic realities

### **Competencies & Skills**

- Access, search and maintain databases
- Communicate effectively with community representatives, clients and staff
- Maintain composure and good judgment under stressful and high-pressure situations
- Understanding of the value of diversity and inclusion in the workplace
- Ability to apply diversity and inclusion lens to customer service in the decision making process
- Experience working with diverse communities or traditionally marginalized groups

*If this opportunity matches your interest and profile please apply online by using the "**Apply**" button. If this is your first online application please refer to our resources on how to apply for jobs online.*

*We thank all candidates for their interest, however, only those selected to continue in the selection process will be contacted.*

*The City of Ottawa is committed to providing quality services by establishing a qualified workforce that reflects the diverse population it serves. The City encourages applications from all qualified individuals.*

*Accessible formats and communication supports are available upon request. Please contact the HR Service Centre at 613-580-2424, extension 47411.*