

The Customer Service Unit (CSU) is an integral part of Northumberland County Community & Social Services (NCCSS). The unit provides administrative support and process expertise to the Northumberland County Community and Social Services, helping to ensure that the people of Northumberland County are connected to accurate information, services and supports.

Currently, we are looking to fill the following existing vacancy:

Application Assistance Representative

- Temporary, Full-time position (approximately 12-month contract)
- Wage: \$28.56 - \$32.07

Under the direction of the Customer Service Unit Supervisor, you will be responsible for application assistance and registration, ensuring that residents of Northumberland County are connected to Community and Social Services resources, services, and supports in a timely manner. This involves interviewing applicants to determine their needs and situations, recording and/or confirming detailed personal and family information, using a variety of information systems to register applications, scheduling meetings with Caseworkers when required, and providing Caseworkers with information that will help them to best serve the applicant.

The incumbent may be required to create communication materials to promote program and services and may be required to ensure that documents comply with accessibility standards. The position is responsible for meeting customer service standards and may be required to support reception by providing more detailed knowledge of Community and Social Service programs. You may also be required to undertake the duties associated with the Customer Service Representative position.

Qualifications & skills:

- At minimum, you are a graduate from a one-year community college program with specialization in social sciences or related field, or equivalent.
- You have at minimum six months to one year of related experience.
- Ability to work in a team-based setting and provide high-level administrative support.
- Must have excellent organizational, customer service and communication skills.
- Strong computer skills including proficiency in Microsoft Office Suite.
- Basic math skills, including ability to calculate percentages, ratios, and average.
- A proven ability to relate effectively with clientele.
- Strong ability to multi-task and meet established deadlines.
- Ability to maintain a high level of confidentiality in all interactions.
- Ability to assist people with sensitivity, tact, diplomacy and professionalism at all times.
- Superior telephone manners and strong interpersonal skills.
- Knowledge of the Ontario Works Act, the Municipal Freedom of Information and Protection of Privacy Act and working knowledge Social Assistance Programs will be an advantage.
- Knowledge of Accessibility for Ontarians with Disabilities Act (AODA) and experiencing working on ensuring the accessibility of documents would be an asset.

The successful candidate will be required to submit a satisfactory criminal background check prior to the commencement of employment.

We thank all applicants for their interest, however, only those selected for an interview will be notified.

When emailing your application, please ensure your cover letter, résumé, and any other supporting documents are submitted in one file (preferably MS Word (.docx) or Adobe (.pdf)).

We invite you to submit your application **by 4:30pm on Wednesday, October 4, 2023**, to:

Human Resources
County of Northumberland
555 Courthouse Road
Cobourg, ON K9A 5J6
e-mail: hr@northumberland.ca
fax: 905-372-3046

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to accessibility@northumberland.ca or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.