

**JOB DESCRIPTION**

<b>POSITION:</b>	<b>ADMINISTRATIVE CLERK</b>		
<b>DEPARTMENT:</b>	Communications & Customer Services		
<b>LOCATION:</b>	Various	<b>UNION:</b>	C.U.P.E. Local 543
<b>HOURS OF WORK:</b>	37.5	<b>JOB CODE:</b>	543021
<b>SHIFT WORK REQ'D:</b>	No	<b>GRADE/CLASS:</b>	0.09

**DUTIES:**  
Reporting to the Manager, Customer Contact Centre or designate, this position will be responsible for providing administrative support to the 311/211 Call Centre and Customer Service Divisions. Duties will include but not limited to the preparation of correspondence, and creation of Excel spreadsheets for various applications which may involve sharing of data with outside agencies; administration of the RSVP process including registration of applicants, tracking of progress and communicating information with the division, departments or external agencies as needed; process accounts payable invoices and requisitions and deposit cheques using PeopleSoft Financials; process travel and business expense forms; update and maintain payroll records; act as the absence coordinator for the 311/211 Call Centre; maintain inventory of office supplies and promotional materials and responsible to ship materials upon request; carry out the duties of the petty cash custodian; maintain and organize departmental files; book meetings using Outlook; perform the duties as the web editor for the 311/211 division dashboard/web pages; update the e-phone corporate directory; process all send information service requests using the CSR system; must maintain confidentiality in various matters including personnel records. Will perform Occupational Health & Safety duties as outlined in the Corporation's Health and Safety Program. Will perform other related duties as required.

- QUALIFICATIONS:**
- Must have an Ontario Secondary School Graduation Diploma plus one (1) year of post-secondary education in Office or Business Administration from a Community College or University or Ontario Ministry of Education equivalencies; OR
  - Must have an Ontario Secondary School Graduation Diploma or Ontario Ministry of Education equivalency plus ten (10) full-time years of experience with the Corporation of the City of Windsor in an administrative/secretarial/clerical position with successful completion of all three (3) levels of the Computer Technology Certificate;
  - Must have over one (1) year of Administrative, computerized, office-environment experience utilizing the Microsoft Suite of products such as Word and Outlook with proficiency in Excel;
  - Must have a minimum typing speed of 40 wpm;
  - Must have demonstrated organizational skills;
  - Must have good oral and written communication skills;
  - Experience working with PeopleSoft Financials and/or PeopleSoft HRMS is considered an asset;
  - Completion of advanced Excel and Word courses would be considered an asset;
  - Knowledge of city departments and services would be considered an asset;
  - The physical demands analysis associated with this job indicates a sedentary level of work.

**In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.**