

MUNICIPALITY OF NORTH MIDDLESEX

SERVICE ONTARIO CLERK

DEPARTMENT:	Finance
REPORTS TO:	Revenue and Taxation Coordinator
HOURS OF WORK:	35 hours/week
POSITIONS SUPERVISED:	None

POSITION SUMMARY

Reporting to the Revenue and Taxation Coordinator, the Service Ontario Clerk acts as the customer service agent/ first point of contact, providing assistance to members of the public with respect to Driver and Vehicle Licencing and Health Card Services. This position administers licencing and registration tasks and other services offered through the Government of Ontario as the Service Ontario representative. This would include the processing of applications for licensing and vehicle sticker renewals, vehicle registrations and transfers, address changes, as well as other services provided by Service Ontario with regard to Ontario Health cards.

PRINCIPAL DUTIES:

- Provide quality in-person, front counter customer service by providing timely and accurate information related to driver and vehicle licencing and health card transactions; responding to enquiries , providing advice and information, and resolving customer issues in a fast paced environment;
- Process business and individual customer transactions, determining that eligibility requirements are met and obtaining required documents;
- Collect and process payments;
- Maintaining inventory;
- Handling customer concerns and redirects customers to other government agencies, when required;
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- College diploma in business related courses
- Highly skilled in greeting customers in a courteous and professional way
- Well versed in managing telephone calls
- Demonstrated ability to answer queries of visitors
- Excellent knowledge of administrative and clerical procedures
- Expert user of MS Word, Excel, Outlook
- Ability to manage multiple tasks in order to meet time sensitive deadlines and work in a fast paced office environment
- Ability to obtain security clearance requirement associated with Service Ontario

CONDITIONS OF EMPLOYMENT

Physical demands require computer work concentration and sitting. Visual and mental concentration with registration and cash transactions. Working conditions are generally conducted in an office environment. Some level of stress when dealing with the public.

The Municipality of North Middlesex is an Equal Opportunity Employer. Accommodations will be provided upon request in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will only be used for the purposes of candidate selection.