



BULLETIN NO. 2012-05

POSITION NO. 1801-01: Cost Recovery and Collections Support
HOURS OF WORK: 8:30 am to 4:30 pm - Monday to Friday
LOCATION: North Bay
RATE OF PAY: \$40,586 - \$48,433 per Annum

DUTIES:

Under the direct supervision of the Compliance Program Supervisor, the Cost Recovery and Collections Support is responsible for undertaking collection activities related to outstanding overpayments through various methods of contact and pursuing recovery through Small Claims court when necessary. This position is also responsible for reviewing Family Responsibility Office reports for outstanding Support Assignments to capture accurate data. This position is also responsible for reviewing and capturing data on all Assignment of Benefits to ensure accurate data and follow up.

QUALIFICATIONS:

- Post-Secondary Diploma in Office Administration, Human Services or related field or equivalent of an acceptable combination of education and experience.
- Two years' experience related to collection activities, office administration/customer service including at least one year in a social services environment.
- Proficiency in desktop applications including working knowledge of Microsoft office applications;
- Ability to communicate effectively and tactfully both oral and written;
- Ability to apply good judgment skills, excellent attention to details and accuracy and the ability to work under pressure in a high volume environment;
- A valid Ontario Driver's License and a vehicle available for use on the job;
- Demonstrated respect of confidentiality;
- Demonstrated history of regular attendance and dedicated work ethic.

Applications for the above position will be accepted by the undersigned up to 4:30 pm., **Tuesday, February 14, 2012**. This position is open to both male and female applicants.

Applicants must complete an "Application for Bulletined Position" form **AND** attach a current resume with a cover letter indicating how his/her qualifications meet the requirements specified in the bulletin.


Shani Giroux
Manager of Human Resources

Dated at North Bay this 3rd
day of February, 2012