

JOB DESCRIPTION

JOB TITLE	Employment Resource Centre Attendant
DEPARTMENT / PROGRAM AREA	Ontario Works
REPORTING TO	Supervisor, Employment and Client Outcomes
LOCATION	Site Specific – Whitney Resource Centre
WEEKLY HOURS OF WORK	17.5
SALARY GRADE	Band 2
DATE	Six (6) month trial, June 3, 2019-November 3, 2019 in the Whitney Resource Centre location only

GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

Under the supervision of the Ontario Work Supervisor of Employment and Client Outcomes, as a member of the Ontario Works Employment Services Team, the role of the Employment Resource Centre Attendant is to maintain the Employment Resource Centre operations by assisting customers with the use of equipment, and making referrals to community partners, It is also responsible for maintaining job boards, responding to inquiries, providing general information, contributinges to strategy development to link employers with clients seeking jobs, assistings with the coordination and supervision of Community Placements, -ensuring the collection and input of customer data and carrying out other administrative duties as required.

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section]

	%
<p>1. Reporting and Administrative Tasks Carries out specified administrative functions and oversees activities such as:</p> <ul style="list-style-type: none"> • Greeting customers and redirecting when appropriate; • Assisting customers to use equipment (computers), fax, photocopier, job bank, telephone, etc. • Monitoring and recording equipment use as required; • Maintaining a supply of resource material such as pamphlets, brochures, legislation, etc. • Maintaining an inventory of office supplies. 	35
<p>2. Employment Assistance Related Activities</p> <ul style="list-style-type: none"> • Assisting the DNSSAB designate with employer contact, gathering information on job vacancies, maintaining an up-to-date job board; • Staying up-to-date on available education or training opportunities in the community and surrounding area; • Providing liaison and referrals to local organizations, agencies and community partners; • Organizing, displaying and maintaining up-to-date employment related material for customers utilizing the resource centre; • Scheduling resource centre activities; • Marketing the availability of employment resource centre services in the community; • Assisting in liaising with community agencies and employers; 	35
<p>3. Community Placement Monitoring</p> <ul style="list-style-type: none"> • Monitoring training activities of Community Placement participants; • Complete monitoring and tracking of community placement hours and disseminate to designated staff; • Maintaining client records and submits reports as required; 	20
<p>4. Other duties</p> <ul style="list-style-type: none"> • Participating in team meetings and training events as required for the development of employment planning; • Performing other duties and special projects as assigned; • Working within established guidelines and procedures with designated staff • In the absence of a Community Placement, maintain the cleanliness of the Resource Centre by performing cleaning, vacuuming and dusting duties, as well as ensuring the cleanliness of the washroom. 	10

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- ~~One year college certificate in human services related field. Ontario Secondary School Diploma or acceptable combination of education and experience.~~
- Over one year experience working in a customer service environment.
- Working knowledge in the use of Windows-based word processing, database, spreadsheet and internet browsing.
- Demonstrated ability to perform minor maintenance of computers, fax machines, photocopiers and other standard office equipment.
- Good verbal and written communication skills; excellent customer service skills.
- Must possess valid Ontario Driver's License and have a vehicle available for use on the job
- Respect confidentiality

COMPENSABLE FACTORS

KNOWLEDGE

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

College: 1 Year

EDUCATION AND SPECIFIC TRAINING

[The level of formalized knowledge required to satisfactorily fill the position – such knowledge is most commonly acquired as a result of time spent in schools, colleges and universities/ today's levels and standards are utilized – Education and Work Experience are rated together]

Over one year; up to and including two years

JUDGEMENT

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job requires application of established methods or procedures. Work involves a choice of methods.

MENTAL EFFORT

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Frequent periods of intermediate duration

PHYSICAL ACTIVITY

[Measures the physical activity by the type and duration required to perform the duties.]

Light activity of ~~intermediate~~ long duration.

DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate coordination of fine movements, where speed is a secondary consideration.

ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in minor loss of time or resources.

SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Some degree of care required to prevent injury or harm to others.

SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.]

Supervisory responsibility is not normally part of the job requirement, but there may be a requirement to show others how to perform tasks or duties.

CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Courtesy and tact required in explaining, exchanging data or information

WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of ~~continuous~~-frequent exposure.