

The District Municipality of Muskoka is currently recruiting for a Administrative Support Clerk



The District

Muskoka is a great place to live and play, and the District is a four-season municipality passionate about protecting, servicing and caring for this community. We have opportunities that will allow you to learn, grow and build your career amongst other ambitious leaders and innovators. We offer a competitive compensation package and are committed to promoting diversity, accessibility and inclusion. [Watch our video](#) to learn more.

The Opportunity

The Administrative Support Clerk provides general administrative support to departmental programs and services. Additionally responsible for areas of specialty including collections, local systems support, employment and payment functions.

What you will do:

- Provides general administrative support to case management and departmental functions, including but not limited to: gathering statistics and information, preparing correspondence, scheduling resources and appointments, collection and payment of accounts, data entry, filing, photocopying, and general office procedures.
- Prepares and issues drug cards, income statements, manual cheques, and other documents related to the administrative support of department programs.
- Collects, organizes and disseminates client-based data using a variety of databases and software programs.

What you will need:

- Graduation from a one-year Community College program, or equivalent, with specialization in office administration; proficiency in office procedures and computer skills, and over one year of previous experience.
- Demonstrated ability to communicate effectively and courteously with members of the public, both in person, telephone or electronically.

For a full outline of the responsibilities and requirements, please review the next page.

What we are offering

This is a **Temporary Full-time** (up to 10 months) opportunity at the District. The hourly compensation range for this role is **\$25.05 to \$27.48** based on a 35-hour work week. The District is also proud to offer the following to our temporary employees:



The Next Step



If you have the necessary skills, experience and qualifications, and can support our vision and values (RISE: Respect, Innovation, Service and Equity), please review the “How to Apply” instructions on our website and then submit your application: www.muskoka.on.ca/careers

This posting closes on Wednesday, February 21, 2024 @ 12:00 p.m.

Visit our [careers page](#) for other opportunities.

The District of Muskoka is an equal opportunity employer and values diversity in our workforce, encouraging applications from all qualified individuals

Our organization is committed to providing persons with disabilities with equal opportunities and standards of goods and services, and we are compliant with the Accessibility for Ontarians with Disabilities Act. If you require disability related accommodation to participate in the recruitment process, please advise the Human Resources department as soon as possible. Accommodation may be provided in all steps of the hiring process. Any questions regarding this posting should be directed to the Human Resources Department.

Administrative Support Clerk

Department:	Community Services	Reports to:	Manager, Programs
Effective Date:	April 2006	Supersedes:	
Classification:	CUPE Inside Class 4	Job Evaluation Date:	April 2006

SUMMARY:

Provides general administrative support to departmental programs and services. Additionally responsible for areas of specialty including collections, local systems support, employment and payment functions.

MAJOR RESPONSIBILITIES (not limited to):

- Provides general administrative support to case management and departmental functions, including but not limited to: gathering statistics and information, preparing correspondence, scheduling resources and appointments, collection and payment of accounts, data entry, filing, photocopying, and general office procedures.
- Prepares and issues drug cards, income statements, manual cheques, and other documents related to the administrative support of department programs.
- Collects, organizes and disseminates client-based data using a variety of databases and software programs.
- Work safely and in compliance with relevant statutes and regulations and within the safe work procedures and directives as established by the District.
- Liaises with department staff and third party agencies/vendors in the provision of information, payment of accounts and/or scheduling of appointments.
- Liaises with clients in the completion of documents, scheduling of appointments, delivery of information and referral to departmental and community resources.
- Areas of specialization within the administrative support function may include:
 - **Local System Support:** Prints, distributes and archives cheques, letters and reports. First-line trouble-shooting and support of hardware and software, coordinating access to technology through the District Computer Services department and off-site third parties.
 - **Employment:** Develops a variety of forms, agreements, sponsor proposals and marketing materials in support of Ontario Works employment activities. Completes data entry of client and sponsor records. Issues client employment-related payments. Orders and maintains departmental forms and program supplies.
 - **Payments:** Issues payments and posts reimbursements to client and third party accounts, including purchase orders, vouchers and hostel billings. Issues manual cheques as requested. Responsible for receipt, posting and reconciliation of accounts receivable including third party assignments. Prepares specialized correspondence in support of Case Management.
 - **Collections:** Collects delinquent overpayments on terminated files using a variety of tools, resources and information. Conducts preliminary overpayment reviews including client contact through correspondence and telephone. Coordinates the delivery and receipt of overpayment information with other provincial offices. Posts client repayments and updates collections records as required. Schedules resources, equipment and room bookings for department staff.
- Related duties as assigned.

EDUCATION, EXPERIENCE & QUALIFICATIONS:

- Graduation from a one-year Community College program, or equivalent, with specialization in office administration; proficiency in office procedures and computer skills, and over one year of previous experience.
- Demonstrated ability to communicate effectively and courteously with members of the public, both in person, telephone or electronically.
- A valid Ontario driver's license.

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