

CLIENT REPRESENTATIVE ASSISTANT - DESIGNATED BILINGUAL (ENGLISH-FRENCH)

Organization: Ministry of the Attorney General

Division: Office of the Public Guardian and Trustee

City: Ottawa

Job Term: 1 Permanent

Job Code: 09OAD - Office Administration 09

Salary: \$24.39 - \$28.43 Per Hour*

Posting Status: Open

Job ID: 130705

The Office of the Public Guardian and Trustee is seeking a customer focused individual to provide administrative support in managing the financial affairs of vulnerable clients.

What can I expect to do in this role?

You will:

- respond to inquiries from clients, care-givers, health-care professionals, legal professionals, financial institutions, creditors and relatives of clients
- create/review/update/adjust/edit and initiate online recurring entries to ensure payments and allowances from various government benefit programs
- determine priorities, resolve concerns and coordinate resolutions
- provide financial analysis by reconciling invoices and correcting discrepancies
- perform administrative functions such as distributing incoming/outgoing mail, assisting with reception duties and maintaining office equipment

How do I qualify?

Mandatory:

- you are proficient in English as well as in oral and written French at the advanced level

Technical Knowledge:

- you can interpret and apply legislation, regulations and policies (i.e. Canada Pension Plan, Quebec Pension Plan, Old Age Security, Health Insurance and Unemployment insurance) as it relates to role of the Office of the Public Guardian and Trustee
- you demonstrate arithmetic skills to review financial situations of clients, prepare cash disbursements for expenses, reconcile invoices and place cash reserves on accounts
- you are proficient with computers and software applications such as word processing, spreadsheet, electronic mail, internet and operating database systems

Problem Solving and Organizational Skills:

- you are able to work effectively with a diverse vulnerable client group, and apply processes and procedures
- your problem solving skills allow you to determine appropriate administrative procedures and processes when preparing documents and responding to inquiries

- you demonstrate initiative to work independently and as part of a team
- your organizational and analytical skills enable you to multi-task in high demand work environment while meeting strict deadlines

Communication Skills:

- you have proven oral and written communication and interpersonal skills to respond tactfully and diplomatically to inquiries, and correspond with clients, team members, care-givers, health care and legal professionals, financial institutions, creditors and relatives

Additional Information:

Address:

- 1 Bilingual Permanent - Full Time, 351 Preston St, Ottawa, East Region, Criminal Record and Judicial Matters Check, Credit History Check

Compensation Group: Ontario Public Service Employees Union

Schedule: 3.7

Category: Customer and Client Services

Posted on: Wednesday, January 23, 2019

Note:

- [This ad is also available in French.](#)
- In accordance with the Ontario Public Service (OPS), Employment Screening Checks Policy (ESCP), the top candidate(s) may be required to undergo a security screening check. Refer to the above to determine the screening checks that are required for this position.

You will be responsible for obtaining the criminal record check at your own expense and provide it, along with your written consent, to the Transition and Security Office (TSO), Talent Acquisition Branch (TAB), HR Service Delivery Division (HRSD) to evaluate the results. If applicable, the TSO, with your written consent, will request and obtain any additional employment screening checks that were not obtained directly by you. (Note: If a Vulnerable Sector Screening Check is required, it must also be obtained in person at your local police service).

A record under the Criminal Code and/or other federal offence record(s) does not automatically mean you will be ineligible for the position. The employment screening check(s) will only be reviewed and evaluated by the TSO for the purpose of making a security clearance decision. The details of an individual's employment screening check(s) will be considered in specific relation to the duties and responsibilities of the position being filled. Employment screening check records will be maintained by the TSO and kept strictly confidential.

- E-AG-130705/19

How to apply:

1. You must [apply online](#).
2. Your cover letter and resume combined should not exceed five (5) pages. For tips and tools on how to write a concise cover letter and resume, review the [Writing a Cover Letter and Resume: Tips, Tools and Resources](#).
3. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, you must show how you demonstrated the requirements for this job. We rely on the information you provide to us.
4. Read the [job description](#) to make sure you understand this job.
5. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.

6. If you require a disability related accommodation in order to participate in the recruitment process, please [Contact Us](#) to provide your contact information. Recruitment Services staff will contact you within 48 hours.

Please be advised that the results of this competition may be used to form an eligibility list of qualified candidates to potentially fill future vacancies represented by the Ontario Public Service Employees Union (OPSEU). In accordance with the Collective Agreement, eligibility lists are shared with OPSEU representatives. By applying to this competition, you are providing consent that your name may be shared with OPSEU representatives. All external applicants (including former employees of the Ontario Public Service) applying to a competition in a ministry or Commission public body must disclose (either in the cover letter or resume) previous employment with the Ontario Public Service. Disclosure must include positions held, dates of employment and any active restrictions as applicable from being rehired by the Ontario Public Service. Active restrictions can include time and/or ministry-specific restrictions currently in force, and may preclude a former employee from being offered a position with the Ontario Public Service for a specific time period (e.g. one year), or from being offered a position with a specific ministry (either for a pre-determined time period or indefinitely). The circumstances around an employee's exit will be considered prior to an offer of employment.

Remember: The deadline to apply is **Wednesday, February 6, 2019 11:59 pm EST**. Late applications will not be accepted.

We thank you for your interest. Only those selected for further screening or an interview will be contacted.

**The Ontario Public Service is an inclusive employer.
Accommodation is available under the [Ontario Human Rights Code](#).**