

The County of Dufferin is an upper tier municipality which sits on the fringe of the Greater Toronto Area, about 100 km northwest of Toronto. It is largely a rural county with three urban settlement areas. The region is well known for its rivers, rolling hills and excellent outdoor recreation opportunities. The UNESCO World Biosphere Reserve, the Niagara Escarpment and the world famous Bruce Trail, run through Dufferin offering spectacular vistas and hiking opportunities. Home to over 67,000 residents the area boasts fabulous restaurants, shopping and amenities. We are currently recruiting for a:

(HYBRID) PROGRAM ASSISTANT – ONTARIO WORKS
Permanent Full Time

JOB ID: C20-25	LOCATION: Hybrid & 30 Centre St, Orangeville, ON
JOB TYPE: Permanent Full Time (Non-Union)	DEADLINE TO APPLY: 4:30 p.m. on January 24, 2025

Reporting to the Program Supervisor, the Program Assistant provides a wide range of program and administrative support services to staff and clients which support the delivery of Community Services programs.

What we can offer YOU!

- A competitive hourly wage ranging between \$34.55 - \$40.41 (Subject to Council approval)
- Hybrid work arrangements
- Enrolment in our comprehensive health benefits program and defined benefit pension plan
- Access to Perkopolis; discount, reward and benefits program
- Access to an Employee and Family Assistance Program
- Unlimited access to live and interactive webinars offered by the Canadian Centre for Diversity and Inclusion (CCDI)
- A supportive and collaborative work environment.

What you'll do

- Provide excellent customer service (in-person and over the phone) by greeting visitors/clients, determining service required, responding to questions, scheduling/rescheduling appointments, and taking messages/re-directing to staff/agencies
- Make appropriate referrals to support clients (i.e. referrals to community housing, employment services, child care subsidy, external community agencies, etc.)
- Provide clients with required program information, forms and applications and assist in completing the forms and applications where needed
- Perform data entry and changes into relevant database(s) to record and validate client information from phone calls and/or personal visits
- Prepare, update and maintain files for new applicants and existing clients
- Provide coverage and support to team members
- Scan documents for electronic document management system
- Assist with onboarding of new employees
- Create, update, purge and destroy files according to best practices and Corporate Records Management policies
- Provide back up support to the reception area(s) when required
- Process cheques/payments within prescribed timelines and complete monthly cheque runs for clients and service providers as required
- Keep record of all incoming payments, repayments, reimbursements and cancelled cheques
- Other duties as assigned

What you'll bring

- Post-secondary certificate or diploma in Social Services, Human Services or a related field
- Minimum one (1) year demonstrated experience providing administrative support
- Previous customer service experience required

- Experience with data entry
- Exceptional customer service skills with respect to providing accurate information to and communicating with, service providers, the general public and/or staff to address a variety of inquiries
- Strong organizational, analytical, problem solving and multi-tasking skills with the ability to meet deadlines and assess priorities
- Ability to communicate effectively, both orally and in writing to facilitate interaction with management, employees and representatives from external agencies including the general public
- Ability to set up manual and computerized filing systems in accordance with Corporate Records Management
- Knowledge and understanding of supports required in servicing a vulnerable population
- Clear criminal reference check

The County of Dufferin strives to provide exceptional customer service to all its residents and visitors. To effectively do so, all positions at the County of Dufferin require a commitment to upholding the County's equity mandate through on-going and mandatory training and examining our day-to-day operations and impacts through an equity lens. Therefore, throughout the selection process, candidates will have demonstrated their ability to be anti-racist, equitable, inclusive, and respectful.

Ready to apply?

Interested applicants are invited to submit a resume and cover letter before the closing date and time to: hr@dufferincounty.ca

As an organization, we recognize the value of diverse perspectives and lived experiences, and the importance of creating an environment that embraces and supports these. We are committed to creating and fostering a workplace where all employees feel a sense of dignity and belonging. As such, we seek to attract, develop, and retain highly talented employees with a variety of identities and backgrounds, to better reflect the growing diversity of our region.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- First Nations, Métis and Inuit peoples, and all other Indigenous peoples.
- Members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin.
- Persons with visible and/or invisible (physical and/or mental) disabilities.
- Persons who identify as women; and
- Persons of marginalized sexual orientations, gender identities, and gender expressions.

We value the contributions that each person brings and are committed to ensuring full and equal participation for all in our workplace.

All applicants are thanked for their interest. Those chosen for next steps in the selection process will be advised by February 10, 2025. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection and will not be used for any other reason. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

