

Site Clerical – LINC
1 – Permanent Position
Business Development & Community Services
CUPE Local 4400 Funded Unit C – Grade E (School Year + 2 Weeks)
\$23.29 - \$27.32 per hour

The Toronto District School Board adheres to equitable hiring, employment and promotion practices.

Reporting to the LINC Program Officer, the Site Clerical will be responsible for providing administrative assistance and general office support to the operation of LINC programs in the assigned site.

Summary of Duties:

- Provide support and service to learners by providing updated, accurate information about LINC programs to callers and walk-ins;
- Assist LPO with various learner intake duties, including checking forms of referred learners and LINC eligibility of walks-ins;
- Assist eligible learners by providing orientation to the LINC centre, schedule assessment appointments as necessary, and assist in filling out forms;
- Direct ineligible learners to other appropriate programs;
- Maintain accurate and up-to-date class lists and waiting lists;
- Prepare learner attendance letters verifying attendance and progress;
- Maintain records by inputting data and preparing monthly statistics on student attendance for LPO;
- Collate statistics submitted from the other sites as required;
- Report data on graduating students to the area office for use in electronic reporting system;
- Maintain and update office records and files, including recording all electronic referrals;
- Keep an accurate inventory of site resources including books and equipment signed in/out of the resource room, forms required for LINC(e.g., field trip forms) etc;
- Collect information required for payroll purposes from supply instructors, maintain instructor attendance records, and prepare class and childminding registers for instructors;
- Open and distribute mail;
- Prepare a variety of office correspondence, memos, newsletters and other documents as required (e.g., learner certificates);
- Prepare and submit order forms for office supplies, and replenish the supply of brochures and other promotional material in the office;
- Ensure that computer classroom doors are locked and unlocked at appropriate times;
- Photocopy and collate reports and other material for administrative purposes;
- Maintain accurate record of transportation support required and given;
- Ensure adequate supply of TTC tokens are available and distributed;
- Prepare monthly TTC statistics; and
- Other related duties as assigned.

Qualifications:

- High school graduate with four to six months of relevant experience, or an equivalent combination of education and experience;
- Computer literate (MS Office: Excel, Word, Outlook; SAP);

- Ability to work with confidential information and maintain a high level of professionalism, tact and discretion;
- Strong customer service, problem solving, and time management skills;
- Excellent communication skills (verbal, oral and written) and strong interpersonal skills;
- Comfort operating in a multi-cultural environment and prior exposure to working with the general public in a front-line service provision role;
- Mediation/conflict resolution skills;
- Conflict management and problem solving skills;
- Ability to communicate effectively with a customer service focus.
- Experience managing concurrent project deadlines; and
- Experience responding to a wide range of questions and inquiries.

Location: Kenton LINC - 34 Kenton Avenue

Hours: 30 hours per week

Work Year: School Year plus 2 weeks

Note: This is an externally funded program, dependent on renewal of funding each year, subject to cancellation by funder with two weeks' notice. Program presently has funding to March 31, 2024 with the possibility of an extension.

Paid Holiday & Vacation: Employee entitlement is in accordance with the provisions for Externally Funded Programs as outlined in the *CUPE 4400 C Collective Agreement* (Article T and Article U)

Please note:

Applications **must** be submitted:

1. In résumé form with a covering letter as one single document to Application.Submission@tdsb.on.ca
2. With competition # **CUPE C-24-0015UFE** in the subject line
3. Apply no later than 4:30 p.m. on **January 31, 2024**

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance, during the application process.