Service Assistant

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Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Service Assistant

Accessibility Services & Counselling Services, Student Wellness

Temporary Full-Time Position: February 1 to April 29, 2019 (35 hours/week)
Mon – Fri: 8:15am – 4:45pm
Temporary absence of the regular incumbent

Hiring #: 2018-0598

Please read the Application Instructions [1] before applying

Reporting to the Manager of Student Accessibility Services, this posting is for one of two identical positions that are responsible for the integrated front desk of Accessibility Services and Counselling Services. The incumbents are the first point of contact for students, staff, faculty, parents, off-campus healthcare providers, colleagues at other educational institutions, and the general public regarding the services offered by both units. As the central hub of daily operations, the Service Assistants:

- Respond to inquiries and triage students who are seeking services,
- Receive clients who wish to be seen in our Urgent Walk-in Service,
- Schedule appointments, receive paperwork and answer questions,
- Facilitate access to groups and other services that require a referral, and
- Manage a large volume of information that supports the functioning of more than 30 professionals spanning multiple disciplines.

When students present themselves to the front desk, they are frequently confused, distressed or mistrusting of mental health and disability-related services. The majority of our clients are facing difficult health issues and upsetting life circumstances. This includes individuals who may be experiencing thoughts of suicide, panic attacks, intense stigma, shock upon receiving bad news, and who are angry about having to wait for assistance. In this context, the Service Assistants must be able to efficiently put clients at ease, discern which services are needed, assess urgency, and accurately convey complex information.

The ability to multi-task and prioritize, deal with numerous interruptions, accurately track detailed information, and work in a fast-paced environment is imperative to the effective operation of this area. In addition, the procedures used by the front desk change from week to week (or sometimes day to day) as the pressures experienced by students change over the course of the University's 12-week semester, and with the rapidly growing expectations for services by the general public.

Finally, the Service Assistants ensure that routine clerical support is maintained at a high standard, including opening and closing the office, answering phones and email, filing, distribution of mail, photocopying, faxing, word processing, data input, billing and receiving payments, scanning and maintaining electronic files, etc.

Requirements of the position include: One (1) year Community College (Health Office Administration Certificate) along with a few years related experience or equivalent combination of relevant education and experience in a health profession setting; knowledge of electronic medical billing and scheduling systems; excellent interpersonal and communication skills, including experience in working with people in distress; the ability to set priorities and to organize work effectively and accurately. Excellent skills with computer software are required. Prior experience in
a medical office, counselling office or clinic setting is essential. Additional requirements include: ability to deal with unique staff and client personalities; expertise in accessible customer service; and understanding of complexities surrounding privacy and confidentiality.

Covering Position Number 533-013
Classification USW, Local 4120 Salary Band 3*
Normal Hiring Range $20.81 - $23.23 per hour

*Tentative evaluation; subject to committee review.

At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2018 12 03
Closing Date: 2018 12 10

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Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply