Service Assistant

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

Service Assistant

Student Wellness Services

Temporary full-time from July 15, 2019 to December 20, 2019
Temporary absence of the regular incumbent

Mon. - Fri.: 11:30am – 8:30pm

Hiring #: 2019-0430

Please read the Application Instructions [1] before applying

Reporting to the Business Manager, Student Wellness, this posting is for one of two identical positions that are responsible for the integrated front desk of Student Wellness Services. The incumbent is 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 the department. As the central hub of daily operations, the Service Assistants:

- Respond to inquiries and assist students who are seeking services,
- Receive clients who wish to be seen in our Urgent Drop-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 60 professionals spanning multiple disciplines.

When students present themselves to the front desk, they may be confused, distressed or mistrusting of mental health and disability-related services. Many of our clients are facing difficult health issues and upsetting life circumstances, which may require the Service Assistants to efficiently put clients at ease, discern which services are needed, and accurately convey complex information. These events may include thoughts of suicide, panic attacks, intense stigma, shock upon receiving bad news, and individuals who may be angry about having to wait for assistance.

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 year Community College (Health Office Administration Certificate), or equivalent along with one year experience in a health profession setting, or a combination of relevant education and experience; 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  178-002  
Classification USW, Local 4120 Salary Band 3  
Normal Hiring Range $21.12 - $23.58 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: 2019 07 22  
Closing Date: 2019 07 29

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/service-assistant

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