

## Support Services Clerk

<b>Organization:</b>	Workplace Safety and Insurance Appeals Tribunal
<b>City:</b>	Toronto, ON
<b>Job Term:</b>	1 permanent and 1 fixed term contract
<b>Job Code:</b>	06OAD – Office Administration 06 (SA-02)
<b>Salary Range:</b>	\$23.06 to \$26.63 per hour
<b>Posting Status:</b>	Open

The Workplace Safety and Insurance Appeals Tribunal is a highly specialized adjudicative Tribunal that hears appeals of final decisions of the Workplace Safety and Insurance Board. The Tribunal's Support Services department is currently seeking a motivated individual for the position of Support Services Clerk, to provide document management, print/reproduction services, receiving/shipping, distribution, and inventory control for the Workplace Safety & Insurance Appeals Tribunal (WSIAT) and assigned Agencies, following established policies, procedures and best practices.

### What can I expect to do in this role?

#### Mail Room

- Review, receive, and log all incoming mail and courier items, and deliver to appropriate Agency contact
- Log and scan all incoming case-related documents for WSIAT into the case management system within 24 hours of receipt
- Process and send all outgoing mail and courier packages
- Deal with returned mail and courier packages according to departmental policy
- Retrieve hearing recorders and upload recordings to the case management system and maintain tracking records of the hearing recordings including capture and uploading
- Set up and take down hearing rooms
- Preparing hearing recording and electronic exhibits upon request
- Monitor and request necessary stock (e.g. water, PPE, etc.) for hearings
- Accept, check and process deliveries of the WSIAT and assigned Agencies.

#### Print Shop

- Sort and prioritize all print tasks received, use punching and binding equipment to bind all hard copy reproduction jobs over 100 pages
- Provide quality control for all print tasks by reviewing package content, checking for administrative errors and ensuring consistency with WSIAT procedures
- Provide account readings/scanning counts/postage reports for shared services billing as required. Clean and service print machines, including replenishing toner, adding or changing paper, and carrying out minor repairs or call for service on equipment as required and follow up/escalate issues and unresolved matters to the Manager as necessary.

## **General**

- Provide guidance and support to new staff within the business unit
- Monitor, prioritize and complete own and joint action task lists in the case management system, working with colleagues to ensure overall print queue is monitored and prioritized to meet or exceed service standards
- Participate in records management projects as required
- Take initiative to assess information received for completeness and adherence to established policies and determine appropriate course of action to obtain missing information and/or provide clarification of administrative policies to requestors as necessary.

## **How do I qualify?**

### **Knowledge and Experience:**

- Good understanding of document management principles and case management systems
- General understanding of the *Workplace Safety and Insurance Act* and privacy legislation, as it pertains to the WSIAT
- Knowledge of basic office procedures, network environments, high-volume production printers along with punching and Cerlox binding machines, image systems and scanning software, digital recordings and editing software.

### **Communication and Problem-Solving Skills:**

- Excellent customer service skills to provide service to internal staff and external parties
- Ability to:
  - prioritize to meet tight service deadlines and production targets
  - be flexible and work in an environment with changing priorities
  - work with minimal supervision
- Excellent attention to detail, organization and problem solving skills
- Excellent team work and communication skills
- Good keyboarding skills and business software knowledge.

### **Other:**

Ability to lift, carry and push up to 30 lbs. for short durations.

### **Additional Information:**

**Address:** 1 permanent and 1 temporary, 505 University Avenue,  
Toronto

**Compensation Group:** Ontario Public Service Employees Union

**Posted on:** April 3, 2023

### **How to Apply:**

For **INTERNAL** candidates, please follow these directions:

1. Please log onto your ADP account and select Myself>Talent>Career Centre.

2. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, please show how you demonstrated the requirements for this job. We rely on the information you provide to us.
3. If you require accommodation for a disability during any stage of the recruitment process, please notify us at [Recruitment@wst.gov.on.ca](mailto:Recruitment@wst.gov.on.ca). Recruitment staff will contact you within 48 hours.

For **EXTERNAL** candidates, please follow these directions:

1. Please submit your resume and cover letter through our online [WSIAT Career Centre](#)
2. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, please show how you demonstrated the requirements for this job.
3. If you require accommodation for a disability during any stage of the recruitment process, please notify us at [Recruitment@wst.gov.on.ca](mailto:Recruitment@wst.gov.on.ca). Recruitment staff will contact you within 48 hours.

**Remember:** The deadline to apply is **April 19, 2023, 11:59 pm EDT**. 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 Workplace Safety and Insurance Appeals Tribunal is an equal opportunity employer.**

**We will accommodate your needs under the Ontario Human Rights Code.**