JOB DESCRIPTION

ServiceOntario Clerk

Township of Hornepayne

TITLE: **ServiceOntario Clerk**

REPORTS TO: Clerk

LOCATION: Township Office

SUMMARY: The ServiceOntario Clerk provides customer service and processes transactions at the ServiceOntario counter, helping clients with forms, payments, and general inquiries. This position is within the Canadian Union of Public Employees (CUPE) Collective Agreement.

MAIN RESPONSIBILITIES (This is not an exhaustive list)

1. Provide public counter customer services offered by ServiceOntario in a fast-paced environment.
2. Provide guidance on ServiceOntario guidelines, directives, and procedures.
3. Assist customers to complete documents and forms related to services offered at ServiceOntario.
4. Respond to customer inquiries about accessing ServiceOntario services, directing them to the right resources for resolution.
5. Process personal and business transactions accurately following strict policies & procedures.
6. Use a computer to update electronic databases with accuracy.
7. Collect fees and payments and verify all transactions.
8. Maintain established filling systems.
9. Other duties as assigned by the Ministry of Public and Business Service Delivery and Procurement (MPBSDP).

SKILL

EDUCATION/EXPERIENCE:

- 1 year Community College Diploma in Administrative field.
- Minimum 1 year of clerical experience.
- The Township may consider a different combination of education and experience where appropriate.

EFFORT:

- Attention to detail and accuracy.
- Communication skills demonstrated both verbally and in writing in English.
- Proficient in oral French, or willing to complete French-language training.

- Demonstrated exceptional interpersonal skills in dealing with the public and staff in an effective and courteous manner.
- Knowledge of or willingness and ability to learn about ServiceOntario policies and procedures as well as health card and licensing requirements.
- Ability to learn, find, and use the rules and guidelines that apply to ServiceOntario products and services.
- Knowledge of computer software e.g. word processing, spreadsheets to produce reports and correspondence.
- Ability to organize and retrieve information and effective time management.
- Willingness and ability to learn quickly and efficiently.

WORKING CONDITIONS:
General office conditions.

Prepared: November 2026