

Site Clerical, Adult ESL
1 – Permanent Position
Continuing Education
CUPE Local 4400 Unit C – Grade G (School Year)
\$26.98 – \$31.51 per hour

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

Reporting to the designated supervisor or manager, the Site Clerical is responsible for providing support and service to learners and designated staff, answering and directing telephone inquiries; assisting in on-site registration, including collection of fees, providing up-to-date, accurate information to callers and walk-ins; maintaining up-to-date records; handling mail, correspondence and related duties.

Summary of Duties:

- Provide up-to-date and accurate information about Continuing Education programs to walk-ins and callers;
- Assist with various learner intake duties including checking eligibility of walk-ins, referring of non-resident learners to Bickford Centre, and the collection of fees for non-resident learners;
- Assist eligible learners by scheduling assessment appointments in HARTS system or by phone, as appropriate ; printing out requested forms and providing orientation to the centre;
- Redirect learners to other programs as appropriate;
- Input learner attendance into HARTS and provide up-to-date registers for instructors, as needed
- Maintain accurate record of program fees, visitors' fees and revenue tracking sheets;
- Maintain accurate and up-to-date class lists and waiting lists including contacting learners on waiting lists
- Track availability of space at locations served by central registration and notify applicants when space available;
- Maintain and update office and program records and files, including field trip forms;
- Collect information required for payroll purposes from instructors and supply instructors;
- Prepare correspondence, memos, newsletters and other documents as required;
- Prepare learner attendance letters verifying attendance and progress (e.g., Social Services, EI);
- Photocopy and collate reports and other material for administrative purposes;
- Open and distribute mail;
- Post information on bulletin board (e.g., job postings; TDSB promotional materials etc);
- Maintain adequate supply of TDSB promotional material;
- Keep an accurate inventory of site resources, books and equipment; and
- Other related duties as assigned.

Qualifications:

- Secondary School Diploma including computer courses with one year clerical experience in an educational environment, or an equivalent combination of education and experience;
- Proficient computer skills including HARTS Student Information System, word-processing, spreadsheets and databases;
- Ability to communicate in a sensitive, courteous manner with program participants, community members, staff and the general public with a customer service focus;
- Experience working in an environment with people whose first language may not be English; and

- Good organizational skills.

Location: Overland Learning Centre

Hours: Hours to be scheduled according to Program needs.

Work Year: School Year

Please note:

Applications **must** be submitted:

1. In résumé form with a covering letter to: Application.Submission@tdsb.on.ca
2. With competition # **CUPE C-24-0166UE** in the subject line
3. Apply no later than 4:30 pm on **September 25, 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.