

**CUSTOMER SERVICE REPRESENTATIVE**  
**Permanent Full-time Position, Fort Frances, ON**  
**(35 hours/week)**

Committed to meeting the needs of the community by providing services with care, integrity, and accountability, the Rainy River District Social Services Administration Board (RRDSSAB) delivers Early Learning and Child Care, Ontario Works, Social Housing, Land Ambulance and other services for all organized municipalities and unincorporated areas within the geographic District of Rainy River. The Rainy River District covers an area of approximately 15,401 sq. kilometers and has a population of 19,437 (2021 Census). It is bordered on the north by the Kenora District, on the east by the Thunder Bay District, on the south by Minnesota, USA and on the west by the Province of Manitoba.

The RRDSSAB is seeking a Customer Service Representative on a permanent full-time basis to join our team in Fort Frances, ON. Reporting to the Director of Integrated Services, the Customer Service Representative is responsible for handling customer inquiries, scheduling appointments, processing incoming/outgoing mail, ordering office supplies, developing forms/publications, operating postage meter/telephone system, opening/closing the office, and receiving/processing program information and payments. This position provides a variety of clerical support to all staff.

Qualifications will include:

- Grade 12 diploma with a minimum of 1 year of work-related experience and the ability to understand routine work procedures.
- Possess effective verbal and written communication skills and the ability to exercise courtesy, tact, discretion and persuasion.
- Proficient computer skills and the ability to work within a computerized environment.
- Demonstrated collaboration and interpersonal skills to develop and maintain positive and effective working relationships.
- Strong time management skills with the ability to prioritize workload, as appropriate.
- Ability to exercise integrity, professionalism, and confidentiality.
- Ability to work independently, cooperatively, and responsibly with minimal supervision, and within a team environment.
- Must provide the satisfactory outcome of a CPIC Vulnerable Sector Screen and submit proof of being fully vaccinated against COVID-19 or proof of a medical contraindication as conditions of employment.

**This is an open-ended recruitment call, subject to change.** The 2023 hourly rate of pay for this position is \$23.07. We offer a competitive salary, an excellent benefit package and participation in the OMERS Pension Plan. Candidates who meet or exceed the requirements for this challenging position are invited to submit a resumé and cover letter, including three work-related references to:

Joanne Spence, B.HRLR, CHRL, Human Resources Officer  
Rainy River District Social Services Administration Board  
450 Scott Street  
Fort Frances, ON P9A 1H2  
Competition #HR-14-2023-CSR-FT-FF  
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or emailed to: [joanne.spence@rrdssab.ca](mailto:joanne.spence@rrdssab.ca)

The RRDSSAB wishes to thank all applicants, however, only those selected for an interview will be contacted. The RRDSSAB is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document is available in an alternative format, upon request.