
CUPE 1287

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| Job Title: | Court Customer Service Representative Bilingual (French/English) | | |
| Job Opening Id: | 42362 | # Required: | 1 |
| Business Unit: | Corporate Services | Division: | Legal / Court Services |
| Location: | Court Services Welland | Standard Hours: | 35.00 / week |
| Full/Part Time: | Full-Time | Regular/Temporary: | Temporary |
| Salary Grade: | 8 | Salary Range: | \$ 29.66 - \$ 31.37 |
| Post Date: | 2025-04-30 | Close Date: | 2025-05-13 |
| Approximate Duration: | 12 -18 months | | |

ABOUT US

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, Diversity, Equity and Inclusion - Niagara Region, Ontario or email related questions to diversity@niagararegion.ca. To send input on reducing barriers in the current hiring process, please email myhr@niagararegion.ca

For the Region's full employee equity statement, Working at Niagara Region - Niagara Region, Ontario.

Don't have every qualification?

You may be hesitant to apply if you do not have every qualification listed in the posting. While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds and varying levels of experience and education to apply. Our recruiters will evaluate your suitability for the role.

Please note that for unionized roles, we must follow collective agreement requirements. However, we encourage all interested candidates to submit their applications. We believe success in a role can extend beyond meeting every single requirement.

JOB DESCRIPTION

JOB SUMMARY

The Court Customer Service Representative is responsible for providing first-line customer service to the public via telephone, mail, emails and in-person requests; in addition to providing court administration support for the Provincial Offences Court.

QUALIFICATIONS

EDUCATION

- Completion of Grade 12 or equivalent.
- One year post-secondary education in Office Administration, Law Office Administration or Law Clerk (preferred), or related program.

KNOWLEDGE/EXPERIENCE

- *Minimum 1 year related experience*
- *Previous cash handling and reconciling experience considered an asset.*
- *Minimum 2 years of experience interacting with the public and providing exceptional customer service.*
- *Experience providing Bilingual (French and English) services in a customer service environment an asset.*

SKILLS

- Ability to communicate fluently in French and English, both in writing and verbally required.
- Knowledge of Provincial Offences Act and the Courts of Justice Act.
- Knowledge of the Ontario Court of Justice and Provincial Offences Court procedures.
- Knowledge of legislation and processes related to Court Administration matters.
- Excellent oral and written communication skills.
- Excellent keyboarding skills.
- Strong computer skills in a Windows environment
- Knowledge of the Enterprise Financial Management System, Integrated Court Offences Network (ICON) system and the Court Administration management System (CAMS) is preferred.
- Strong interpersonal skills with ability to deal diplomatically with the public, colleagues, stakeholders and the judiciary.
- Strong attention to detail/accuracy.
- Strong conflict resolution skills.
- Ability to deescalate difficult conversations and remain calm under pressure.
- High level of emotional intelligence.
- Ability to interpret legislation.
- Ability to follow direction and work within established procedures.

SPECIAL CONDITIONS

- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate.

Special Requirements

HOW TO APPLY

To view the full job description and requirements, visit our Careers page - **Job Opening # 42632**

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges...today!

Let us know why you would be an excellent team member by submitting your online application **no later than May 13, 2025, before midnight** by visiting our 'Careers' page at www.niagararegion.ca. We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.