

Job Posting

Position:	Casual Administrative and Customer Support (2 positions)
Duration:	2 positions — August 4 to September 25. All positions with the possibility of extension.
Hours of Work:	Full time, 8:30am – 4:30pm, 1 hour unpaid lunch
Location:	1645 Woodroffe Avenue
Rate of Pay:	\$15.00 per hour, plus 4% vacation pay

The Ottawa Student Transportation Authority (OSTA) manages and delivers student transportation services effectively and efficiently for the more than 68,000 students of the Ottawa Catholic and Ottawa-Carleton District School Boards receiving transportation services each day of the school year.

The Work: You will provide support with school year ‘start-up’. Activities include:

- Prepare Presto cards, affix stickers, organize by school/name, etc.
- Act as a Customer Service representative in a call centre environment - respond to parent questions according to script, communicate with zone coordinator to resolve minor issues, find basic information using OSTA web portal, etc.
- Prepare and sort documents for data entry.
- Perform all other duties and tasks as assigned.

Your Qualifications: You communicate clearly and concisely in English, and have a strong customer service orientation with a proven track record of effectively dealing with customer service issues. You are comfortable with technology including entering data in databases and retrieving information. Proficiency includes email, word-processing and spreadsheets. You will be trained but you are a quick study. You are able to build positive and effective working relationships and you are thorough and attentive to details and accuracy.

As a condition of employment, you are required to submit a Police Record Check for the Vulnerable Sector.

The Application Deadline is July 12, 2020. Please [email your cover letter and resume to:](mailto:jobs@ottawaschoolbus.ca)

Vicky Kyriaco, General Manager and Chief Administrative Officer
E-mail: jobs@ottawaschoolbus.ca (in .doc or pdf format only)

We thank all candidates for their interest; however, we will only contact those selected for an interview. Persons with disabilities who need accommodation in the application or interview process should email a request to jobs@ottawaschoolbus.ca