



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

**DISPATCH WORKER
INTEGRATED SOCIAL SERVICES**

ONE (1) PERMANENT FULL-TIME POSITION

POSTING NUMBER:	74-2024	STATUS:	INTERNAL/EXTERNAL
POSTING DATE:	OCTOBER 25, 2025	CLOSING DATE:	NOVEMBER 1, 2024
AFFILIATION:	UNION	HOURS PER WEEK:	35
SALARY GROUP:	6	HOURLY RATE:	\$23.79 – \$29.08

POSITION SUMMARY:

Under the general supervision of the Supervisor, Maintenance, the Dispatch Worker works in a team environment, providing reception and general clerical support to staff.

MAJOR RESPONSIBILITIES:

1. Greet and provide general information regarding TBDSSAB programs and services.
2. Respond to and provides customer service through in-person and telephone inquiries.
3. Assist clients with maintenance requests.
4. Maintain related databases as required.
5. Liaise with maintenance staff daily regarding client service requests.
6. Cut keys as requested and maintain necessary paperwork.
7. Performs data entry and stenographic functions such as scheduling, photocopying, typing letters, etc.
8. Performs such other related duties as may be assigned.

QUALIFICATIONS:

Education/Experience

- Secondary school graduation.
- Two years' customer service experience.
- Equivalent combination of education and experience.

Skills/Abilities

- Ability to communicate effectively and concisely, both orally and in writing.
- Ability to demonstrate interpersonal skills in dealing with the public in a courteous and effective manner.
- Organizational and administrative skills.
- Must be at an intermediate skill level in keyboarding and basic skill level in word processing software.

CONDITION OF EMPLOYMENT:

- Must undergo a successful police records check, Type 2.

HOW TO APPLY:

Applications must include a completed TBDSSAB application form, cover letter and resume. Please be sure to reference the position title and the competition number. Applications may be emailed, faxed or delivered to the TBDSSAB location by 4:30 pm on the closing date to the attention of:

Human Resources
The District of Thunder Bay Social Services Administration Board
231 May Street South
Thunder Bay, ON P7E 1B5
Email: careers@tbdssab.ca | Fax: (807) 345-2466

Applicants currently employed by the TBDSSAB must complete the [Internal Application Form](#). All other applicants must complete the [TBDSSAB External Application Form](#).

Application forms are available on our website or are available for pickup at the TBDSSAB location. For more information on employment opportunities at TBDSSAB, please visit our [website](https://www.tbdssab.ca/about/careers/):
<https://www.tbdssab.ca/about/careers/>

ADDITIONAL INFORMATION:

- Applications received for this position will not be acknowledged unless you are being notified of an interview.
- As an equal opportunity employer, the TBDSSAB encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups and women.
- Reasonable accommodations are available upon request for all parts of the recruitment process.



**Baakaakonaanan
Ishkwaandemonan**

Opening Doors for You