



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

COMMUNICATIONS CLERK - BILINGUAL
INTEGRATED SOCIAL SERVICES DIVISION
ONE (1) PERMANENT FULL-TIME POSITION

POSTING NUMBER:	55-2026	STATUS:	INTERNAL/EXTERNAL
POSTING DATE:	SEPTEMBER 4, 2026	CLOSING DATE:	SEPTEMBER 18, 2026
AFFILIATION:	UNION	HOURS PER WEEK:	35
SALARY GROUP:	4	HOURLY RATE:	\$22.76 - \$27.82

POSITION SUMMARY:

Under the general supervision of the Supervisor, Intake and Eligibility, the Communications Clerk – Bilingual works in a team environment, providing telephone reception to clients contacting the office by telephone.

MAJOR RESPONSIBILITIES:

1. Answer incoming calls and direct calls to appropriate personnel.
2. Provide general information regarding TBDSSAB programs and services.
3. Answer incoming calls and communicates to the hearing impaired using the TTY machine.
4. Performs data entry in a daily call log.
5. Records and updates telephone scripts.
6. Performs such other related duties as may be assigned.

QUALIFICATIONS:

Education/Experience

- Secondary school graduation and a minimum of two years customer service experience or an equivalent combination of education and experience.

Skills/Abilities

- Demonstrated ability to communicate effectively and concisely.
- Demonstrated interpersonal skills in dealing with the public in a courteous and effective manner.
- Must be able to work in a fast-paced environment.
- Must be at a basic skill level in keyboarding and basic skill level in spread sheet software.
- Must demonstrate proficiency in French language skills (oral and written)

CONDITION OF EMPLOYMENT:

- Must undergo a successful police records check, Type 2.
- Successfully complete a French proficiency test (written and oral)

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, Ontario, 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](#).

ADDITIONAL INFORMATION:

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



Baakaakonaanan
Ishkwaandemonan
Opening Doors for You