

PROGRAM ASSISTANT

Q What do you like best about your job?

A There are many things I like about my job but most important to me are the people I work with each day. I also like the spontaneity of the program I work in. It is an environment where priorities can change quickly depending on the disease or respiratory outbreak.

Q Describe your typical day?

A Answering phone inquiries from the public and directing them to the appropriate service is one of the key things I do each day. In addition, I spend time doing administrative tasks such as filing, data entry, tracking program budgets, taking minutes at meetings, and providing support to program staff and management.

Q How are you making a difference?

A I believe I make a difference with my positive attitude when assisting those I work with and the general public. Serving a diverse population where English is a second language can be very challenging, however, patience and understanding helps ensure that our clients are getting the assistance they need. Being respectful and providing excellent customer service is key to making a difference.

continued on reverse



“I’ve been working at Region of Waterloo Public Health as a Program Assistant since 2005.”

“I have several years of experience working in an office environment providing administrative support.”



Q What do you like about working and living in Waterloo Region?

A My husband and I moved our family to Waterloo Region 19 years ago. We live in an innovative region that keeps getting better and better. Waterloo Region has so much to offer including: Post Secondary education, the arts, sports and leisure, not to mention the beautiful countryside just minutes away. I feel very fortunate to be raising our family here.

Q Why did you choose to work for Region of Waterloo Public Health?

A I like the fact that Public Health offers diverse programs that benefit the community. A friend that works for Public Health told me about the friendly atmosphere and the respect that colleagues show each other. This influenced my choice to seek employment with Public Health. The location and business hours are also well suited to my busy family life.

Q What would you tell someone considering a career in Public Health?

A I would tell anyone considering a career in Public Health that it is a wonderful working environment offering many opportunities. I have learned a lot about Public Health, knowledge that I have been able to pass on to others. Public Health is ever changing which increases the variety in my job. The many wonderful people I work with and the great friendships I've made, make coming to work each day even more enjoyable.



Region of Waterloo

PUBLIC HEALTH

For information about other careers with Region of Waterloo Public Health, please contact us at 519-883-2000 ext. 5354
TTY: 519-883-2427

www.regionofwaterloo.ca/ph

Areas You Could Work In:

- Central Resources
- Child & Family Health
- Emergency Medical Services
- Health Protection & Investigation
- Healthy Living, Planning & Promotion
- Infectious Disease, Dental & Sexual Health

Qualifications You Need:

- Grade 12 diploma plus two years of related office experience or an equivalent combination of education and experience
- Computer skills
- Customer service skills

Wage/Salary Range:

Approximately
\$38,000–\$46,000 annually
(2010 rates)

Related Positions at Public Health:

- Administrative Assistant
- Clerical Assistant
- Clerk II Dental
- Clerk III (PH Reception)
- Dental CINOT/OW Assistant
- Information Assistant
- IRIS Assistant
- Library Technician
- Receptionist
- Relief Clerk
- Resource Inventory Clerk
- Resource Inventory Assistant