

## CITY OF HAMILTON

### CITY MANAGER'S OFFICE

(CITY CLERK'S DIVISION – LEGISLATIVE SERVICES – LOCATION – 71 MAIN STREET, 2<sup>ND</sup> FLOOR)

### RECEPTIONIST

#### SUMMARY OF DUTIES:

Under general direction of the Manager, Legislative Services, City Clerk's Division is responsible for answering telephone enquiries from persons attending or calling the Councillors' Offices.

#### GENERAL DUTIES:

Acts as receptionist for the Councillor's Office.

Receives telephone calls and relay calls to appropriate Councillor or Administrative Assistants as required.

Answers routine enquiries by telephone and in person originating from citizens and refer other enquiries to proper division or individual.

Responds to complaints by referring to appropriate Councillor or Department.

Assists with the distribution and processing of incoming and outgoing mail.

Ensures that common office and equipment supplies are ordered on a timely basis.

Responsible for recording absences incurred by Councillors Administrative Assistants and forwarding required absence information to Human Resources.

Performs other duties as assigned which are directly related to the normal functions of this position with minimal supervision and direction.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

#### QUALIFICATIONS:

1. Previous experience related to duties listed above normally acquired through the completion of a combination of education and related work experience.
2. Must be cognizant and respectful of confidentiality.
3. Must possess good verbal and written communication skills including proficiency in business English, spelling and grammar.
4. Must relate readily with the public and staff, have a pleasant telephone manner, have initiative and the ability to carryout instructions without detailed direction.
5. Experience in a computerized environment. Working knowledge of Word, Excel, Microsoft Outlook, PowerPoint, and PeopleSoft.
6. Must possess maturity, initiative and good judgement.
7. Experience in Municipal Government preferred.