

CITY OF HAMILTON

CITY MANAGER'S OFFICE (HUMAN RESOURCES DIVISION – LOCATION – STANDARD LIFE BUILDING)

ADMINISTRATIVE ASSISTANT/RECEPTIONIST

SUMMARY OF DUTIES:

Reporting to the Manager Compensation & Organization Design this position provides administrative support to the Human Resources (HR) management team. As the first point of contact for the HR division, the incumbent is required to manage and respond professionally and diplomatically to both internal and external clients. The incumbent manages couriers and mail distribution for Human Resources division. The incumbent supports the internal posting and external recruitment process, schedules meetings, word processes and files documents and performs confidential administrative duties to support the human resources management team.

GENERAL DUTIES:

Provides confidential administrative support to the HR management team. Schedules appointments, arranges meetings, books facilities, organizes the delivery of presentation equipment, prepares necessary documentation, provides for catering arrangements and informs participants of arrangements.

Responsible for components of the Internal Posting Process including:

- transfers postings to the S Drive so that Print and Mail can retrieve and print
- archives weekly job postings on the eNet
- updates the successful candidate listing
- creates call file folders
- enters new weekly posting information onto staffing stats spreadsheet
- prepares all letters pertaining to a call file (excluding offer letters) and the closure of the call file when process is complete - updates staffing statistics spreadsheet upon file closure
- signs up New Hires (completion of tax packages)
- enters timely and accurate information from job applicants into PeopleSoft

Prepares job postings ensuring correct information is captured on posting, including reference number, salary classification, posting dates and qualifications.

Receives and processes resumes from internal and external clients/employees, including current employment verification in PeopleSoft.

Provides reception services for human resources:

- answers to all incoming telephone calls,
- responds professionally and diplomatically to both internal and external inquiries,
- directs calls to other staff as appropriate when unable to assist them,
- takes messages and forwards to appropriate staff on a timely basis,
- receives and announces visitors, maintaining a daily in and out schedule of all visitors
- opens, sorts and distributes all incoming mail and arranges for all outgoing mail.
- courier drop-off/ courier pick-up
- updates the E-recruit with applicant tracking
- completes Employment Verification letters upon request

Assists in business and administrative matters such as responding to inquiries and processing confidential matters.

Coordinates and responds to external requests for disclosure and release of employee related files (i.e. liaises with external solicitors).

Prepares and uploads web documents to the City's external and internal web sites, including the collation of exit interview information obtained from the website.

Provides input and innovative solutions to enhance and improve service delivery to internal and external customers.

Maintains, monitors and orders office supplies for the division.

Perform other duties as assigned with minimal supervision and direction.

QUALIFICATIONS:

1. Post secondary education in Human Resources /Office Administration Program or approved equivalent education and experience.
2. Previous administrative/client service experience coupled with well developed interpersonal skills and ability to work as part of a team.
3. Must have a high level of accuracy and speed in preparation of written communication.
4. Must be proficient in Business English, modern office practices and procedures.
5. Proficient in the use of a variety of software packages (i.e. Microsoft Word, Excel, Access, PowerPoint, and Outlook, People soft)
6. Must relate readily to the public and outside agencies, have a pleasant manner and the ability to carry out instructions without detailed direction.
7. Must possess maturity, good judgment, demonstrated initiative and problem-solving skills
8. Strong organizational and time management skills with orientation to detail
9. Ability to recognize, handle and protect highly sensitive and confidential information
10. Ability to adapt to change and work efficiently in a fast-paced environment.