

## CITY OF HAMILTON

### CITY MANAGER'S OFFICE

(HUMAN RESOURCES DIVISION – RETURN TO WORK SERVICES - LOCATION – 120 KING ST. W., 11<sup>th</sup> FLOOR)

### RTW (RETURN TO WORK) SERVICES SUPPORT CLERK

#### SUMMARY OF DUTIES

Reporting to the Manager, Return to Work Services, provides inputting of employee illness absences and administrative support for all aspects of the disability management program including WSIB, STD/LTD claims and Attendance Support and Management Program (ASMP). This position involves the handling of sensitive and confidential employee information.

#### GENERAL DUTIES

Ensures all employees' sick and related leaves of absence are accurately recorded, verified and processed in compliance with all policies, procedures and collective agreements, and in respect of established deadlines. Refers issues to the appropriate party.

Communicates with other stakeholders (e.g., financial assistants, payroll, immediate supervisors, etc.) to expedite processes or address general inquiries.

Responds to requests for absence information from employees on sick related absences.

Compiles, verifies and maintains receipt of information and data in accordance with established procedures, using computerized (PeopleSoft & Parklane) and manual (Excel) processing systems.

Sorts material for filing and maintains organized filing and retrieval system in accordance with records management standards. Prepares file correspondence as required.

Maintains and updates Department ID lists and descriptions in Parklane to ensure accurate reporting.

Operates computer and electronic information systems to prepare, produce, store and retrieve employee data.

Provides back-up support for completion and verification of Weekly Attendance Report.

Provides general administrative and reception support for the RTWS section including:

- answers incoming telephone inquiries;
- opens, sorts and distributes all incoming mail and arranges for all outgoing mail;
- arrange courier drop-off and pick up;
- monitor and order office supplies;
- schedules meetings, prepares agendas and completes meeting minute taking;
- prepares documentation;
- receives and announces visitors;
- prepares and provides authorized copies of files as required by internal and external requestors;
- exports data from Parklane system and distributes reports to internal team for review;
- maintains employees' HR records including filing of ASMP documents.
- tracks and organizes invoices and forwards to manager for review and sign off.

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.

Performs other duties as assigned which are directly related to the normal functions of this position.

**QUALIFICATIONS**

1. Knowledge of a computerized Attendance Management System and ability to enter data accurately and within pre-established deadlines.
2. Working knowledge of Short/Long Term Disability Income Protection Plans and WSIB.
3. Prior experience in a Human Resources Department desirable.
4. Ability to maintain confidentiality in dealing with confidential employee information.
5. Must have excellent verbal and written communication skills and ability to relate to subordinates, peers, superiors, insurance companies, solicitors and other departments.
6. Must possess maturity, initiative, good judgement and strong organizational skills.
7. High level of focus and concentration required in order to provide attention to detail while completing tasks in a fast-paced environment while shifting priorities, as required.
8. Previous related experience in attendance management, including knowledge of Collective Agreements, Income Protection Plans, By-laws, Employment Standards Act and Corporate Policies and Procedures.
9. Proficient in the use of Microsoft Office Software (Word, Excel, Outlook) and PeopleSoft HCM is required.
10. Knowledge of Kronos and Parklane would be an asset.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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