

# CITY OF HAMILTON

## CITY HOUSING HAMILTON (RESIDENCY ADMINISTRATION SECTION - LOCATION – 181 MAIN ST. W.)

### RECEPTIONIST/CLERK (HOUSING) - CUPE 5167

#### SUMMARY OF DUTIES

Reporting Manager, Residency Administration. Receives and redirects telephone calls and visitors to appropriate departments in an efficient manner and handles all incoming and outgoing mail for the Housing Authority.

#### GENERAL DUTIES

Provides reception services to the Housing Division by:

- answering all incoming telephone calls,
- answering general enquiries,
- redirecting calls to other staff as appropriate,
- taking messages and forwarding to appropriate staff on a timely basis,
- receiving and announcing visitors,
- data entry
- filing

Processes incoming mail by opening, sorting and distributing.

Processes outgoing mail by preparing forms for Priority Post, EMS courier, FedEx and Purolator.

Replenishes postal meter with correct dollar amount when necessary. Contacts vendors for repairs and purchases of postage meter supplies and maintenance. Reviews invoices and forwards to accounts payable for payment.

Maintains inventory of office supplies and orders and replenishes as needed. Maintains log of repairs and other issues on various office equipment.

Maintains office filing system such as confidential client and correspondence files.

Processes purchase of office equipment supplies such as toner for both printer and fax machine.

Posts notices on bulletin board.

Schedules meeting rooms for staff as required.

Balances petty cash.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

Works in accordance with the provision 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 office experience related to duties listed above normally acquired through a combination of education and related work experience.

2. Demonstrated experience and ability to answer switchboard and redirect calls as necessary in an efficient and courteous manner.
3. Experience in a computerized environment. Working knowledge of Microsoft Office XP (Microsoft Outlook, Word and Excel).
4. Demonstrated ability and experience in word processing correspondence and documents.
5. Effective interpersonal and communication skills to relate well to both peers and the public.
6. Must be fluent in English and French, both written and verbal.

**NOTE 1:**

As a condition of employment, the successful applicant(s) will be required to obtain a Criminal Records & Judicial Matters Check, at their own expense, prior to beginning work in this position.

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

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