

CITY OF HAMILTON

CITYHOUSING HAMILTON CORPORATION – OPERATIONS - LOCATION – 55 HESS ST. S., 23rd FLOOR)**HOUSING OPERATIONS ADMINISTRATIVE ASSISTANT - CUPE 5167**

CityHousing Hamilton is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reporting to Manager(s) of CityHousing Hamilton performs duties associated with the operations of CityHousing Hamilton by receiving enquiries and complaints by forwarding to the appropriate staff for response. Provides administrative and clerical support to the Management team to facilitate the efficient operations.

GENERAL DUTIES

Perform office administration functions that include scheduling meetings, arranging venues, transcribing minutes, and managing individual calendars.

Type, format and process reports and presentations, proof read publications, training materials, correspondence and/or documents, minutes, labels, questionnaires, materials, Council reports, publications, and presentation documents of a general and confidential nature.

Compile and maintain data for statistical reports and project metrics.

Create, establish and maintain a tracking and monitoring systems for reports, data, contracts and project workplans with the ability to manipulate spreadsheet data.

Maintain confidential records with high degree of integrity and respect for privacy

Sort, process and distribute incoming mail, process outgoing mail and couriers, and update mailing list.

Respond to enquiries by receiving, evaluating and prioritizing nature of enquiry and referring to appropriate personnel.

Provide suitable resolutions to issues in accordance with governing by-laws and departmental policies.

Resolve ongoing issues when dealing with residents, the public, visitors at front counter, staff and managers.

Monitor and follow-up on resident enquiries relating to all aspects of CityHousing Hamilton.

Communicate protocols to staff and the public in person, written or by telephone.

Compose correspondence as requested.

Prepares and maintains internal documents; creates and maintains tracking documents.

Receive, prioritize and dispatch calls to the appropriate staff.

Record, report and track staff absences, overtime, personal time and vacations.

Act as custodian to “after hours” and emergency response information.

Prepares agendas and takes minutes at a variety of meetings.

Prepares accurate and timely form correspondence, including but not limited to, notification to residents impacting tenancy.

Liaise with all levels of management, property managers, elected officials, other departments, outside agencies and contractors by telephone, in person, e-mail and fax on behalf of Management as requested.

Maintain accurate records as required using database software system.

Word process forms, charts, lists, reports, letters, agendas and minutes as directed.

Maintain and update manuals, procedures and lists as required.

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

Work 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 business office administration experience related to duties listed above normally acquired through a combination of education or relevant work experience.
2. Demonstrated knowledge of Residential Tenancies Act, 2006, and Housing Services Act, 2011, required. Must have knowledge of social housing or not for profit housing.
3. Demonstrated ability to perform with confidence in a customer service capacity and possess good conflict resolution skills. Excellent organizations skills with the ability to multitask.
4. Demonstrated ability to relate to the public, elected officials and staff. Must possess good verbal and written communications skills.
5. Excellent interpersonal skills, demonstrated tact and professionalism in dealing with the public.
6. Excellent knowledge of computer applications in a Windows environment, working knowledge of Microsoft Office (Word, Excel, Access and Outlook). Working knowledge of Northgate an asset.
7. Demonstrated ability to manipulate data within database program. Demonstrated ability to input data at an acceptable speed (50wpm).
8. Must possess maturity, initiative and good judgement and be able to work independently.
9. Must be able to work fluctuating hours between 8:00 a.m. and 5:00 p.m.