

CITY OF HAMILTON

CITYHOUSING HAMILTON

(TENANT ADMINISTRATION - LOCATION – 181 MAIN ST. W., 3rd Floor)

ADMINISTRATIVE SECRETARY – CHH - 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 the Manager, Tenant Administration and Manager, Operations performs duties associated with the operations of CityHousing. Provides administrative and clerical support to the Managers and their sections in order to facilitate the efficient operations.

GENERAL DUTIES

Perform office administration functions and act as the point person for all new staff at CityHousing through preparation of onboarding requirements including but not limited to keys, parking, IT, equipment, updating of staff lists.

Perform office administration functions that include using standard templates to compose mail merge letters.

Type, format and process timely correspondence and/or documents including but not limited to notification to residents impacting tenancy. Word process forms, charts, lists, reports, letters, agendas and minutes as directed. Maintain and update manuals, procedures and lists as required.

Compile and maintain data for statistical reports and project metrics.

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

File tenant paperwork and treat all confidential records with high degree of integrity and respect for privacy

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.

Receive, prioritize and dispatch calls to the appropriate staff.

Provide reception coverage.

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.

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.

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

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 organizational 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, intermediate 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.

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