

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(CUSTOMER SERVICE, POA & FINANCIAL INTEGRATION DIVISION – CUSTOMER CONTACT CENTRE AND MUNICIPAL SERVICES CENTRES – LOCATION – 330 WENTWORTH ST. N., 2nd FLOOR AND CITY HALL, 71 MAIN ST. W.)

ADMINISTRATIVE CLERK - CUPE 5167

SUMMARY OF DUTIES

Report to the Manager, Customer Contact Centre, perform a variety of administrative and support functions for the Customer Contact Centre and Municipal Service Centre Sections.

GENERAL DUTIES

Provide confidential administrative support to the Manager, Customer Contact Centre and Manager, Service Channel.

Assume responsibility for all routine administrative details within the Customer Contact Centre and the Municipal Service Centres.

Support the implementation of job requests to Human Resources; assist and coordinate the scheduling/recruitment on-boarding processes and documentation; coordinate recruitment packages to Human Resources. Assist the Division in their off-boarding process and documentation.

Support the coordination of staff training and meetings. Facilitate in the development of meeting documentation, the recording and distribution of meeting material.

Aid the Division in the management of corporate training programs inclusive of the customer service and email training programs.

Process, maintain and complete all confidential staff records such as absence reports, vacation, overtime, job requisitions, anniversary increases, performance evaluations, accident reports, probationary notices, union notices, confidential employee address and telephone number listings, complement listing and PDC Forms for all staff. Reconciliation and verification of weekly absence reports generated by Human Resources; reconcile discrepancies and verify non-paid time, banked time and bank time payouts. Ensure timely response to staff inquiries.

Liaise with Human Resources, Payroll and Finance Departments.

Process all incoming mail by sorting and distributing as appropriate, maintaining confidentiality when necessary to do so.

Prepare correspondence and compile statistics using Word, Excel or other applicable applications.

Preparation and mailing of requested materials. as well as general filing.

Maintain and provide various necessary forms such as internal applications, payroll advances, Manulife Health forms, direct deposits, job evaluation questionnaires, job descriptions, change of address forms, overtime status reports and suggestion forms.

Maintain, update, type and word process forms, documents, cheques, requisitions, reports and confidential correspondence from copy, lists and reports.

Prepare all documentation to administer and replenish petty cash.

Process invoices and requisitions through the PeopleSoft computerized Purchasing System.

Order, distribute and maintain office supply inventory. Support the Sections in their asset management through tracking of computer/hardware/assets. Provide support in sales, records management and reconciliation of applicable Section's City merchandise. Liaise with vendors and ensure charges are applied appropriately.

Assist with the preparation of the office supply budgets.

Co-ordinate all travel, conference and course arrangements and follow up as required.

Perform other duties as assigned which are directly related to the duties of this position.

QUALIFICATIONS

1. Previous business experience in administrative duties such as accuracy in entering data and printing reports normally acquired through a combination of education and relevant experience.
2. Thorough knowledge of business English, modern office practices and procedures.
3. Experience in a computerized environment. Proficiency in Word, Excel, MS Outlook, MS PowerPoint, Internet/Intranet, Hansen, MS Front Page and PeopleSoft AP Purchasing Modules. Ability to input data at an acceptable speed.
4. Demonstrated ability to prepare correspondence, absence reports and compile statistics.
5. Demonstrated ability to complete forms, verify and process cheque requisitions and maintain records and files.
6. Demonstrated attention to detail, time management and multi-tasking skills.
7. Must possess initiative and good judgment.
8. Must relate readily to public, outside agencies, and staff; have a pleasant manner, have initiative and the ability to carry out instructions without detailed direction.
9. Experience in a related environment would be an asset.
10. Knowledge of general accounting principles, including ability to monitor accounts, maintain routine financial records, calculate, prepare and process invoices and accounts payable would be an asset.

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