

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (CUSTOMER SERVICE ACCESS & EQUITY – ADMINISTRATION – LOCATION – CITY HALL)

ADMINISTRATIVE ASSISTANT II (CUSTOMER SERVICE)

SUMMARY OF DUTIES

Reporting to the Director, Customer Service, Provide confidential administrative support on a range of administrative issues affecting the operations of the Division. Co-ordinate administrative activities within the Division and follow-up on outstanding issues as appropriate. Work with a minimum of supervision on multiple activities and ensure deadlines are adhered to and established procedures followed.

Participate in the acquisition of administrative services such as office space, supplies and office equipment and telephone services.

Provide guidance to support staff within the Division and participate in the recruitment process for junior staff as and when required.

GENERAL DUTIES

Provide confidential administrative support to the Divisional Director.

Assume responsibility for all routine administrative details within the Office of the Director.

Assist in business and administrative matters such as responding to enquiries and processing confidential matters.

Prepare, compose and proof read correspondence and reports on a variety of matters, both confidential and routine. Draft replies on non-routine matters for the consideration of the Director . Take dictation and perform transcription as required.

Schedule appointments, arrange meetings, book facilities, organize the delivery of presentation equipment, prepare necessary documentation, provide for catering arrangements and inform participants of arrangements.

Respond to inquiries and liaise with local officials, local boards, government agencies, outside organizations, internal staff and the general public and follow-up as needed.

Ensure timely processing of cheque requisitions, expense claims and review of same for accuracy of descriptions, account numbers, availability of funds and ensure appropriate terms of purchase and leases are exercised.

Monitor transaction listings, investigate discrepancies and process journal vouchers.

Monitor requisitions and distribution of supplies and payment of accounts.

Maintain records for the Divisional Director's office on attendance and vacation for Divisional staff.

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

Develop and maintain confidential and information filing systems.

Participate in the selection of office equipment; i.e. photocopy machine, fax machine.

Act as contact person for Director's office ensuring information is disseminated to staff as needed.

Participate in interviewing, testing and hiring junior staff and students on placements.

Perform other duties as assigned with minimal supervision and direction.

QUALIFICATIONS

1. Graduate from an Office Administration Program or approved equivalent education and experience.
2. Must have five years experience at a senior secretarial level, with excellent stenographic skills, including shorthand and electronic transcription.
3. Must have a high level of accuracy and speed in preparation of written communication.
4. Experience in preparation of reports.
5. Must be proficient in Business English, modern office practices and procedures.
6. Experience in a computerized environment. Working knowledge of Word, Excel, Microsoft Outlook, PowerPoint, and PeopleSoft.
7. Experience in a related environment would be an asset.
8. Must relate readily to the public and outside agencies, have a pleasant manner, have initiative and the ability to carry out instructions without detailed direction.
9. Must possess maturity, initiative, good judgment and the ability to mentor junior staff.
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.
11. Demonstrated ability to co-ordinate, assign and review work of junior staff and resolve work-related problems.
12. Must be able to work independently on complex projects and co-ordinate activities with other parts of the organization to promote smooth and efficient communications and information flow.