

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (INFORMATION TECHNOLOGY DIVISION - LOCATION – 55 YORK BLVD.)

ADMINISTRATIVE ASSISTANT II – INFORMATION TECHNOLOGY

SUMMARY OF DUTIES

Reporting to the Director, Information Technology. Provide confidential support on a range of issues affecting the operations of the Division. Co-ordinate activities within the Division and follow-up on outstanding issues and initiatives. Work with minimal/no supervision on multiple tasks and ensure deadlines are adhered to and established policies and procedures are followed.

Participate in the acquisition of services such as but not limited to office space, supplies, office equipment, conference event services and telephone services. Provide support and assist in leading special projects/assignments as required.

Provide guidance to support staff within the Division and participate in the recruitment process for staff.

GENERAL DUTIES

Provide confidential support to the Director, Information Technology and members of the Management team.

Assume accountability for all tasks within the Office of the Director.

Respond to business and administrative matters such as 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, Information Technology. Take minutes, review and distribute as required.

Prepare reports and presentations using tools such as but not limited to PowerPoint, Microsoft office tools, SharePoint, internal databases, external resources, etc.

Partner, collaborate and establish professional relationships with administrative teams across the organization on various projects requiring coordination efforts.

Schedule appointments, arrange meetings, book facilities, organize the delivery of presentations and supporting 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.

Serve as a resource for internal Executive Assistant community.

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 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 systems.

Participate in the selection of office equipment i.e. smart phones, laptops, tablets photocopy machine, fax machine, etc.

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

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

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

QUALIFICATIONS:

1. Graduate from a Community College Program or approved equivalent combination of education and experience.
2. Must have extensive experience at a senior administrative assistant level in providing senior management support with advance skills in PeopleSoft, PowerPoint, Microsoft Office i.e. Excel, Word and Outlook/calendaring skills and have proficiency with technology, including internet and/other research methods and resources.
3. Good working knowledge of Virtual Office collaboration tools such as Cisco Webex, Microsoft MS Teams.
4. Must be a resourceful and innovative thinker able to anticipate obstacles and creatively and independently move to solution
5. Must be a professional, highly energized, multitasking demeanour capable of working well in high pressure situations with strict deadlines
6. Bring flexibility into the work schedule in supporting the Directors office with council meetings, etc.
7. Must have a high level of accuracy and speed in preparation of written communication. Experience in preparation of reports and presentations
8. Must relate readily to the public and outside agencies, have a pleasant manner, have initiative and the ability to carry out instructions with minimal/no direction.
9. Ability to deal with conflict and independently resolve in a professional manner
10. Must possess maturity, initiative, good judgment and the ability to mentor staff.
11. Good working knowledge of general accounting principles, including ability to monitor accounts, maintain routine financial records, calculate, prepare and process invoices and accounts payable.
12. Demonstrated ability to co-ordinate, assign and review work of staff and resolve work-related problems.
13. Must be able to lead and work independently on complex projects and co-ordinate activities with other parts of the organization to promote smooth and efficient communications and information flow.

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