

## CITY OF HAMILTON

### COMMUNITY SERVICES DEPARTMENT

(EMPLOYMENT, HOUSING & LONG TERM CARE – BENEFIT ELIGIBILITY DIVISION - LOCATION – 250 MAIN ST. E.)

### PROGRAM SECRETARY – QUALITY ASSURANCE & COMPLIANCE - CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Manager, Quality Assurance & Compliance. To provide a range of administrative supports to the Ontario Works Social Assistance Management System Implementation Team. Including, performing office administrative functions to assist Management and Implementation Team members on day-to-day related projects.

#### GENERAL DUTIES

Managing work plan documents and reporting on overdue tasks and timelines.

Assist team members with the management and coordination of SAMS training schedules.

Developing and maintaining a highly structured file management system.

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

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

Compile and maintain data for statistical reports and project metrics.

Reconcile and issue expense reports and consult with manager when discrepancies occur.

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

Monitoring and coordinating supplies to support implementation and training.

Receive and answer calls from staff and outside agencies.

Maintain weekly absence reporting for the team and vacation schedule.

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

#### QUALIFICATIONS

1. Previous business office experience related to the duties above normally acquired through a combination of education and demonstrated related work experience.
2. Previous related experience sufficient to demonstrate competence in recording and transcribing minutes

within an Ontario Works environment.

3. Demonstrated ability to manage a high volume of tasks and duties efficiently in a fast paced environment with shifting priorities and constantly changing environment.
4. Demonstrated excellent interpersonal, communication, analytical and problem solving skills
5. Previous experience in a computerized environment. Intermediate knowledge of Windows Office XP (Word, Excel and PowerPoint). Knowledge of or ability to learn a variety of computer database programs including Access, Visio, and other project related applications.
6. Demonstrated ability to type and word process correspondence, reports and workshop materials with accuracy.
7. Experience working as part of a dynamic, multi-disciplinary team