

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(HAMILTON PARAMEDIC SERVICE - ADMINISTRATION – LOCATION – 1227 STONE CHURCH RD. E.)

ADMINISTRATIVE ASSISTANT II – PARAMEDIC SERVICE

SUMMARY OF DUTIES

Reporting to the Paramedic Chief provides confidential administrative support on a range of administrative issues affecting Paramedic Service activities. Provides direct support to the senior Paramedic Service team including the Chief, Deputy Chiefs, Executive Manager, and Commanders. Co-ordinates administrative activities within Paramedic Service, following-up on outstanding issues as appropriate. Works with a minimum of supervision on multiple activities and ensures deadlines are adhered to and established procedures followed.

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

Works closely with the Hamilton Fire Department Administrative Assistant.

GENERAL DUTIES

Provide confidential administrative support to the Paramedic Service senior management team.

Assume responsibility for all routine administrative details as directed by Paramedic Chief.

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

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

Schedule and manage appointments in the Paramedic Service senior manager calendars, 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.

Assist Finance and Administration staff in the 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 in conjunction with Finance & Administration staff.

Maintain attendance, vacation, and other time keeping records for the Paramedic Service senior management team.

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

Track, record, assist or coordinate the completion of various corporate and externally required reports.

Track, record, and assist where appropriate in the development and completion of various council reports including the development of the Annual Report.

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 ensuring information is disseminated to staff as needed.

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

Manage continuity and availability of on-line records, policies, procedures, and reference materials.

Perform other duties as assigned with minimal supervision and direction.

Work in accordance with the provision of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. Previous experience related to duties listed above normally acquired through the completion of an Office Administration Program or approved equivalent education and experience.
2. Preference will be given to qualified candidates with demonstrated experience in administrative support of Paramedic Service activities.
3. Progressive experience at a senior administrative level, with excellent stenographic skills.
4. Must have a high level of accuracy and speed in preparation of written communication.
5. Must be proficient in Business English with demonstrated experience in preparation of reports. Experience in modern office practices and procedures.
6. Intermediate knowledge of Excel, Microsoft Outlook, PowerPoint, and generic database software skills. PeopleSoft knowledge is an asset.
7. 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.
8. Must possess maturity, initiative, good judgement and the ability to mentor junior staff.
9. 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.
10. Demonstrated ability to co-ordinate, assign and review work of junior staff and resolve work-related problems.
11. 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.

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