

CITY OF HAMILTON

COMMUNITY & FIRE DEPARTMENT

(FIRE OPERATIONS – FIRE PREVENTION – LOCATION – 55 King William Street)

FIRE PREVENTION SECRETARY - CUPE 5167

SUMMARY OF DUTIES

Report to Chief Fire Prevention Officer and Assistant Chief Fire Prevention Officer. Perform stenographic and clerical duties associated with the operation of the Fire Prevention Division.

GENERAL DUTIES

Prepare, compose and edit correspondence, reports, minutes, agendas and forms of a general and technical nature from copy and dictated notes.

Maintain and organize office filing system to include building files and electronic database including: correspondence, reports, minutes, agendas, program and initiatives.

Answer all incoming telephone calls, general inquiries, etc., from the public, interagency and/ or external agency departments and redirect calls to staff as appropriate including taking messages and forwarding to appropriate staff on a timely basis.

Provide counter service to the public to address, complaints, general fire safety inquiries and services as part of the Divisions fee based services.

Record all intake requests, fee for services requests, complaints, and general information inquiries etc...received by phone or in person in accordance with the prescribed Division policy and databases as applicable.

Requisition and maintain an inventory of office supplies for Fire Prevention.

Sort and distribute incoming mail; process outgoing mail including preparing registered mail-outs.

Reconcile all fee for service monies and deposit on a weekly basis at the Corporations financial institution.

Record Minutes for In-House committees, meetings as assigned.

Train new staff and temporary staff as required.

Process reports, photocopy as required.

Handle confidential material including preparation and distribution.

Create and design brochures and displays.

Organize data to create forms and charts.

Post notices on bulletin board.

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

QUALIFICATIONS

1. Previous business office experience related to duties listed above normally acquired through a combination of education and work experience.
2. Intermediate working knowledge of Word, Exel and PowerPoint. Ability to input data at an acceptable speed (50wpm) with excellent attention accuracy and the ability to use and modify templates.
3. Excellent time management and organizational skills. Demonstrated ability to manage higher volume of tasks and duties in an efficient manner in a deadline oriented environment.
4. Excellent customer service skills supported by interpersonal and communication skills to interact with both internal and community partners in a professional manner
5. Ability to manage basic financial records includes point of contact money intake (cash/cheque) posting transactions to database, reconciling and preparing weekly intake for deposit to the corporation's financial institution.
6. Proven ability to lookup/source basic information
7. Must possess initiative, good judgement and demonstrated ability to work independently in assigned responsibility areas including recognizing and maintaining confidentiality.
8. Ability to work at any one of three Fire Prevention Offices to perform clerical duties associated with the operation of the Fire Prevention Division as required/assigned.