

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES

(CHILDREN'S SERVICES & NEIGHBOURHOOD DEVELOPMENT DIVISION— LOCATION – 28 JAMES STREET NORTH, 6<sup>th</sup> FLOOR

### SUPPORT SERVICES CLERK - CUPE 5167

The Healthy & Safe Communities Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction. The Children's & Home Management Division leads, plans and manages city wide early years and child care systems and provide comprehensive evidence based support services to children, families and the community.

### SUMMARY OF DUTIES

Reporting to the Manager, Business Supports, the successful incumbent will perform clerical and reception duties to support the child care service teams and the broader Children's Services & Neighbourhood Development.

### GENERAL DUTIES

Inputs client information and changes in computer; retrieves client data from computer.

Receives and answers inquiries from public, clients and staff.

Maintains office filing system such as confidential client and correspondence files.

Schedules meetings.

Receives incoming mail and processes outgoing mail.

Processes invoices from Purchase of Service agencies.

Processes therapeutic referrals.

Types referrals, contracts, reports, meeting minutes, and correspondence from copy.

Receives clients and visitors.

Processes monthly billings from agencies.

Orders and receives office supplies.

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

Works in accordance with the provisions 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 administrative/clerical experience normally acquired through a combination of education and relevant business office experience.
2. Previous experience in a computerized environment. Working knowledge of Windows Office XP, Microsoft Office (Word Intermediate and Excel Basic).
3. Demonstrated ability to input data at an acceptable speed i.e. 50 w.p.m.
4. Demonstrated ability to communicate effectively verbally and in writing with departmental staff and the public.
5. Must have strong customer service skills, conflict resolution skills, and experience interacting with the public
6. Must have a good knowledge of Business English and office procedures.
7. Knowledge of Children's Services & Neighbourhood Development procedures and the Child Care and Early Years Act preferred.
8. French language would be an asset.
9. Must have strong organizational skills and demonstrated ability to manage and prioritize conflicting deadlines.