

# CITY OF HAMILTON

## **COMMUNITY & EMERGENCY SERVICES DEPARTMENT**

**(BENEFIT ELIGIBILITY DIVISION - LOCATION – 250 MAIN ST, 2255 Barton, 1550 Upper James .)**

### **RECEPTIONIST - CUPE 5167**

The Community Services 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.

### **SUMMARY OF DUTIES**

Reporting to the Supervisor -, maintains the reception desk by receiving and directing clients and public. Distributes Ontario Works cheques to clients and handles cash payments. Receives and processes mail. Performs support clerical duties within the division.

### **GENERAL DUTIES**

Receive and direct clients, visitors and general public at front counter.

Receive and answer routine inquiries from clients and public.

Word process correspondence, memos, forms and envelopes.

Receive information and messages from client and forward to case worker for appropriate action.

Assist in co-ordinating and maintaining records of the daily intake applications and appointments.

Input client information such as counter registration.

Sort and distribute inter-office, Canada Post and after hours drop off box mail

Distribute Ontario Works cheques, bus passes to clients

Assist with training of new reception staff

Receive payments via cash or cheque & provide receipts

Photocopy paperwork for clients, workers and other office personnel.

Maintain photocopier and FAX machine.

Prepares and provides clients with Statement of Income/change forms (SOI) when requested.

Take minutes for meetings as required.

Prepare and tidy reception and waiting area daily.

Maintain forms in reception area and ensures they are current. Review trespass list on a regular basis.

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

Work 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 clerical and reception experience related to duties listed above normally acquired through a combination of education and relevant work experience.
2. Demonstrated ability to communicate with clients by telephone and in person with tact and patience and redirect calls and enquiries as appropriate.
3. Previous experience with cash handling. Must possess a level of proficiency in keyboarding skills necessary to quickly create a document from written notes. Working knowledge of Microsoft Outlook. Basic Excel and Word.
4. Demonstrated ability to maintain an efficient filing system in order to access information quickly and efficiently.
5. Must be competent in interacting with diverse clients in a helpful and knowledgeable manner.