

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT

(ONTARIO WORKS DIVISION – HUMAN SERVICES SECTION - LOCATION – VARIOUS – 250 MAIN ST, 2255 BARTON ST., 1550 UPPER JAMES)

### ONTARIO WORKS TEAM 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.

### SUMMARY OF DUTIES

Reporting to the Supervisor, Human Services, provides administrative support to Ontario Works Workers, Supervisors, Managers and participants. Provides data input and entry on a variety of computer software as well as accessing third party information. Responds to telephone enquiries from clients, public and community agencies. Performs daily clerical support to assist in administrating the Ontario Works Program including compiling and maintaining statistical information/schedules and issuing letters and other documentation.

### GENERAL DUTIES

Provides client with Direct Bank Deposit application forms.

Reviews, verifies and inputs all Direct Bank Deposit client information.

Re-issues cheques for all Direct Bank Deposit rejects and forwards letter to client for correct Direct Bank Deposit account information.

Responds to routine and specific telephone enquiries from clients, public and community agencies.

Forwards all outgoing forms/mail to appropriate person.

Populates cases on computer system.

Processes stop payments, cancels cheques, generates computer replacement cheques, posts manual cheques and inputs entries in case narrative. Notifies financial institution of stop payment of cheques within pre-determined timelines.

Produces cheques for clients as directed by workers, such as community start-up, employment start-up funds.

Prepares and distributes all intake application packages for workers.

Issues replacement drug cards, dental letters and income reporting statements for clients and inputs this information in the case narrative.

Sorts and distributes mail and computer generated output for team, as required.

Retrieves voice mail messages for absent staff and either archives, returns or forwards messages for action to manager, as directed by manager.

Orders office supplies.

Completes and issues client T-5 replacements.

Inputs client changes into the computer system as directed by worker, such as change of address.

Forwards "no show" and cancelled intake documentation to Local Systems Support.

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

Word processes forms, reports and correspondence from copy, takes and transcribes minutes.

Retrieves and records data from computer.

Compiles and updates caseload statistics.

Receives and redirects returned client cheques.

Assists in the training and development of new clerical staff and placement students.

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.

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

## **QUALIFICATIONS**

1. Demonstrated business office management and/or strong business office administrative skills acquired through relevant experience or a combination of administrative/secretarial courses and relevant work experience.
2. Experience in a computerized environment. Intermediate level knowledge of Microsoft Office software including Word, Microsoft Outlook, Excel and PowerPoint. Demonstrated ability to input data at an intermediate level with a high degree of accuracy. Working knowledge of database software (experience with SAMS or other scheduling software would be an asset).
3. Ability to excel in a fast paced work environment with a focus on customer service excellence. Strong problem solving skills with the ability to adapt to any situation. Highly developed customer service and interpersonal skills and proven ability to assist people in difficult situations.
4. Good communication skills to deal with diverse clientele. Must have a good knowledge of Business English in order to compose routine correspondence.
5. Excellent time management and multi-tasking skills in a high paced environment especially during peak times.
6. Ability to prioritize and organize multiple tasks with a variety of deadlines.
7. Must possess initiative and good judgement in following up with case worker and team while out in field.
8. Excellent team work skills with the ability to work with teams effectively on site as well as offsite locations.

**NOTE 1:**

As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Reference Check or Vulnerable Sector Screening, at their own expense, prior to beginning work in this position.

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

\*\*\*\*\*