

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT

### (ONTARIO WORKS DIVISION – SPECIAL SERVICES - LOCATION 1550 Upper James Unit 14A

### SPECIAL SUPPORTS PAYMENT 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 Human Services Supervisor, Financials Unit. Performs a variety of accounts payable and clerical duties associated with the operations of the Special Supports Program of Healthy & Safe Communities Department. Processes payments and inputs client data using a variety of different programs and systems including SAMS (Social Assistance Management System), Benefits Administration Management System, Low Income Database and Excel spreadsheets.

### GENERAL DUTIES

Processes and validates invoices and payables associated with Special Supports payments using SAMS, CESBAM, Low Income database and excel spreadsheets; forwards to accounts payable.

Receive, review and process dental and denture claims based on the Discretionary Benefits Fee Schedule and file history and respond to dental inquiries and questions.

Prepares daily, monthly and quarterly reports on spreadsheets outlining value of payments issued.

Communicates with vendors, clients, suppliers, hospitals, medical practitioners, funeral homes, pharmacies and government agencies.

Maintains and approves accurate information related to payment and vendor information in databases and/or spreadsheets.

Checks daily payment runs to ensure no duplicate payments created by other departments or Ontario Disability Support Program for accuracy.

Calls suppliers to discuss client approval amounts and non-payment of invoices to ensure allowable amounts are adhered to. Prepares payments for release by Special Supports and accounts payable. Calculates and verifies invoices amounts to ensure accuracy of data.

Completes daily tracking and prepares weekly payment runs for OW, ODSP and Low Income invoices for payments.

Updates fee and vendor tables in computer programs as required.

Maintains and approves accurate information related to payment information in database and/or spreadsheet.

Processes and completes stop payments and direct deposit traces as required.

Maintains accurate record keeping of client approval letters and paid invoices in current file in accordance with established regulations.

Completes daily cash handling of daily deposits including OW/ODSP/Low Income Recoveries.

Responsible for the security of all cheques by logging and tracking cheques and cash, which are received by the Special Supports Program.

Responds to inquiries relating to Special Supports payments or general inquiries.

Assists in fiscal year end closure and accrual for purpose of budgeting with Finance.

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 responsibilities of this position.

**QUALIFICATIONS**

1. Demonstrated business office experience in the above duties normally acquired through a combination of education and relevant work experience with basic accounting knowledge and skills.
2. Experience working in a computerized environment. Intermediate knowledge of Microsoft Office (Microsoft Outlook, Word, Excel). Ability to input data at an acceptable speed (50 wpm).
3. Working Knowledge of SAMS(SDMT) considered an asset and any previous experience working with database software such as Peoplesoft.
4. Demonstrated ability to communicate effectively verbally and in writing with departmental staff, the public and vendors.
5. Demonstrated ability to reconcile and process invoices and accounts payable utilizing computer database with attention to detail and accuracy.
6. Demonstrated ability with cash handling procedures.
7. Ability to work independently and in a team.
8. Must have a pleasant and courteous manner
9. Must have a good knowledge of Business English and office procedures.
10. Demonstrated analytical, organizational and time management skills.
11. Ability to work in fast paced environment and work under pressure with multiple deadlines.

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

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