

# CITY OF HAMILTON

## **HEALTHY & SAFE COMMUNITIES DEPARTMENT (CHILDREN'S & COMMUNITY SERVICES DIVISION – ADMINISTRATION – LOCATION – 28 JAMES ST. N., 5<sup>th</sup> FLOOR)**

### **ADMINISTRATIVE ASSISTANT II – CHILDREN'S & COMMUNITY SERVICES**

The Healthy and 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 a high performing public servant who is interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent administrative support and 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 Director, Children's & Community Services Division, the successful candidate provides confidential administrative support on a range of administrative activities including scheduling, coordination, and tracking of activities, document preparation, and response to inquiries from local officials, community organizations, government agencies and the general public. Works with a minimum of supervision on multiple activities to ensure deadlines are adhered to and established procedures are followed and adhered to. Provides back up to Admin II's and the Administrative Co-ordinator within the Healthy & Safe Communities Department.

### **GENERAL DUTIES**

Engages in a wide range of activities in the Department to support and enhance a professional and responsive Director's office that promotes sensational service, meets goals and delivers services which are aligned with strategic objectives.

Provides and assumes responsibility for all routine and confidential administrative support to the office of the Director.

Acts as contact person for Director's office ensuring information is disseminated as needed by prioritizing and referring to the appropriate person in an efficient and timely manner with a focus on collective ownership and outcomes.

Possesses an understanding of Children's & Community Services programs, related resources and linkages to the community and City.

Answers and responds to telephone inquiries from local officials, local boards, government agencies, outside organizations, employees and the general public, in a professional and courteous manner, providing accurate information and follow-up as necessary. Transfers and directs inquiries to appropriate staff member. Meets and greets clients and visitors in a professional and friendly manner.

Liaises with the Office of the General Manager, other Divisions, outside agencies, educational institutions and elected officials as required.

Using computer word processing, spreadsheet, and database software; creates, proof reads and modifies documents, correspondence, meeting minutes and reports on a variety of matters, both confidential and routine.

Reviews and formats Council reports in an accurate and professional manner and ensures the reports are in accordance with municipal standards and procedures.

Utilizes the City's software systems to ensure accurate reporting and documentation of required information.

Performs general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing. Develops and maintains confidential hard copy and electronic filing system.

Schedules and coordinates appointments, meetings and conferences including the researching, pricing and booking of facilities and/or catering arrangements, invitations and developing the agenda.

Co-ordinates and schedules travel, accommodation, conference and professional development arrangements and follow-up as appropriate.

Coordinates, maintains, monitors and ensures timely processing of cheque requisitions, expense claims, credit cards and other accounts. Review of same for accuracy and compliance with City policies and procedures and audit requirements.

Maintains records for the Director's office on attendance and absences for Divisional staff. Distribute staff schedules.

Provides coverage and support to other Administrative Assistants and the Administrator Coordinator within the Department

Supports staff in assigned project-based work.

Provides guidance to support staff within the Division.

Responds to emergencies as determined by the City's Emergency Operation Group.

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 the position.

## **QUALIFICATIONS**

1. Previous experience at a senior administrative level, normally acquired through the completion of an Office Administration Program or approved equivalent education and related work experience. Experience in a related work environment would be an asset.
2. Must have a high degree of accuracy and speed to compose and proof-read correspondence, reports and presentations on a variety of matters both confidential and routine. Ability to draft replies on non-routine matters for the consideration of the Director and compose meeting agendas and minutes.
3. Ability to work independently on complex projects and co-ordinate activities to promote smooth and efficient information flow. Must possess maturity, patience, initiative, good judgement and the ability to mentor less experienced staff.
4. Proficient in Business English and modern office practices and procedures to respond to inquiries, liaise with local officials, local boards, government agencies, outside organizations, internal staff and general public and follow up as needed.
5. Demonstrated knowledge of basic accounting principles including ability to monitor transaction listings, investigate discrepancies and required journal vouchers, calculate, prepare and process invoices and accounts. Ability to maintain up to date records and information systems.

6. Must possess excellent computer skills, with advanced knowledge of Microsoft Word, Excel, Outlook and PowerPoint.
7. Demonstrated ability to work and adapt to a fast-paced changing environment, and effectively respond to the dynamics and complex work issues of the department with an emphasis on exceptional customer service.
8. Demonstrated ability to format and write reports, maintain up to date and relevant records and information systems.
9. Must possess strong interpersonal skills to maintain positive working relationships with others, both internally and externally. Demonstrated ability to work, independently and as part of a multi-disciplinary team. Work cooperatively and effectively with others to set goals, resolve problems, and make decisions to enhance organizational effectiveness; ability to undertake self-directed tasks when necessary.
10. Excellent time management skills; the capacity to prioritize by assessing situations to determine urgency; ability to develop a work schedule, set goals, create / implement action plans and monitor progress towards goals; and ability to make clear, timely decisions.

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

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