

## CITY OF HAMILTON

**HEALTHY & SAFE COMMUNITIES DEPARTMENT**  
**(PUBLIC HEALTH SERVICES – EPIDEMIOLOGY & WELLBEING - ALCOHOL, DRUG & GAMBLING SERVICES –**  
**LOCATION - 21 HUNTER ST. E., 3<sup>rd</sup> FLOOR)**

**ADGS RECEPTIONIST/SECRETARY – CUPE 5167**

**SUMMARY OF DUTIES**

Reporting to the Manager, Alcohol, Drug & Gambling Services perform reception duties and provide support services to members of the Alcohol, Drug and Gambling Services and the Mental Health Street Outreach Program staff and individuals accessing services.

**GENERAL DUTIES:**

Provide support services to Social Workers by receiving intake forms and verifying client information and entering into data system.

Ensure client information system database is encrypted after each use to maintain confidentiality.

Receive telephone calls, transfer or take messages as appropriate.

Receive visitors and clients, record attendance and direct as appropriate.

Maintain Appointment Scheduler.

Type and word process correspondence, reports and resource room information

Sort and distribute incoming mail, prepare mailings, process outgoing mail.

Complete client files, maintain files pending confirmation and closure.

Compile waiting list information weekly.

Operate equipment such as photocopier and fax machine.

Photocopy as required.

Maintain waiting room by stacking magazines and brochures.

Recommend office procedures improvements.

Monitor and report on office supplies, including office forms and testing materials for distribution.

Order, track and return books and journals from various libraries.

Order supplies for the programs.

Assist with needle exchange by providing supplies to individuals and tracking the supplies provided.

Call for equipment service as requested.

Type and photocopy committee agendas, minutes and presentation materials.

Monitor and issue bus tickets and taxi slips.

Compile weekly statistical information and notify DARTS Registry of waiting list information.

Receives and seats clients and visitors in the waiting room, records attendance and notifies Social Workers of arrival.

Perform other duties which are directly related to the duties of this position.

**QUALIFICATIONS**

1. Previous receptionist experience related to duties listed above normally acquired through a combination of education and related work experience.
2. Demonstrated ability to communicate with clients and the public by telephone and in person with tact and patience and redirect calls and enquiries as appropriate.
3. Highly developed customer service and interpersonal skills. Proven ability to deal with people in a difficult situation.
4. Experience in a computerized environment. Working knowledge of Microsoft Office (Microsoft Outlook, Word and Excel). Must possess a level of proficiency in keyboarding skills necessary to quickly and accurately create documents and input data into client database.
5. Demonstrated ability to maintain an efficient filing system in order to access information quickly and efficiently.
6. Must be competent in interacting with clients in a helpful and knowledgeable manner.

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

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