

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(MACASSA & WENTWORTH LODGE – NURSING - LOCATION – 701 UPPER SHERMAN AVE., HAMILTON & 41 SOUTH STREET WEST, DUNDAS)

LODGE CLERK - CUPE 5167 (LODGES UNIT)

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

Reports to Managers/Supervisors at Macassa & Wentworth Lodges. Performs clerical duties associated with the operation of Lodge departments. The Lodge Clerk will also be responsible for Scheduling & Reception duties, and will be assigned to the specific areas and shifts accordingly

GENERAL DUTIES

Staffing/scheduling using Kronos system and in accordance with applicable collective agreements.

Receives and answers routine inquiries from residents, staff and public.

Word processes forms, reports and correspondence and performs data base inputting as required.

Updates related policy manuals as needed.

Sorts and distributes incoming mail; and processes outgoing mail.

Requisitions supplies; maintains inventory.

Maintains department filing systems.

Maintains office filing system relating to confidential employee files.

Performs minor maintenance on office equipment such as photocopier, printers, telephones and computers.

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. Previous business office experience related to duties listed above normally acquired through a combination of education and relevant administrative work experience, with an emphasis on scheduling & reception

experience.

2. Demonstrated knowledge of business English.
3. Demonstrated experience in a computerized environment. Must have excellent computer skills with intermediate knowledge of Microsoft Office XP (Word, Excel, Outlook). Working knowledge of access, database software and PowerPoint). Speed and accuracy of work is essential for this position.
4. Demonstrated ability to deal with customer requests for service and assistance; respond promptly to customer needs.
5. Understand and be familiar with simple accounting concepts, inventory tracking, ordering supplies and government claims.
6. Must possess excellent interpersonal skills with demonstrated ability to relate to residents, staff and the general public with tact and professionalism.
7. Good written and oral communication skills.
8. Demonstrated organizational skills with demonstrated ability to work within defined timeframes.
9. Must be respectful of confidential information.
10. Must be available to work on weekends.
11. Knowledge of department-related supplies would be considered an asset.
12. Experience in a long-term care facility would be considered an asset.
13. Kronos experience would be an asset.

HOURS:

Those assigned to scheduling duties will be expected to be available from Monday – Sunday from 6:00 am – 7:00 pm

Those assigned to reception duties will be expected to be available from Monday – Friday from 6:00 am – 7:00 pm.

Prescheduled shifts may occur for vacation coverage and/or project work, all other shifts are on-call and based on short notice.

NOTE:

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.

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