

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (RECREATION DIVISION — DISTRICT RECREATION OPERATIONS - LOCATION - VARIOUS)

DISTRICT SUPPORT CLERK- CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, District Support Services (Recreation) the District Support Clerk provides clerical support to the Manager and staff for the daily operations of recreation facilities and service desks within an assigned district/portfolio.

GENERAL DUTIES

Receives and answers routine inquiries from reception staff, public and internal City staff. Refers escalated inquiries, requests, complaints and concerns to appropriate supervisor/manager for follow up.

May be required to provide reception, administrative and customer service duties directly to customers, clients, program participants and volunteers.

Assists with the daily cash management of the Community/Recreation Centres with training, float maintenance, bank deposits, and petty cash while ensuring compliance within Divisional and Corporate guidelines. Discrepancies are reported to supervisor for follow-up.

Assists with hiring process and training of part time and fulltime reception staff as required.

Supports the membership/rental/registration process for assigned district.

Maintains confidentiality of customer information and other records with a high degree of integrity and respect for privacy.

Works to resolve customer service issues to foster and support customer relations.

Types and word processes correspondence, reports and forms from copy.

Coordinates Brinks pick-up for assigned District following Divisional and Corporate Procedures.

Prepares refunds and cheque requisitions as directed for manager review and approval.

Reviews accounts receivable report and follows-up with customers to ensure accounts are in good standing for facilities within District. Follows up with customers with Non-Sufficient Funds payments.

Receives invoices within AP Workflow and prepares for supervisor/manager review and approval.

Accurately applies approved credits to accounts.

Prepares reception monthly reconciliation for assigned District for supervisor review and approval. Reports issues and concerns to supervisor.

Input Journal Transfer Requests for Manager approval following Finance & Administration procedures.

Setup and maintain a filing system for correspondence, financial records for recreation centres, reports and documents

in accordance with divisional procedures.

Sort and distribute incoming and outgoing mail (including picking up and dropping off at Recreation Administration Office), faxes and courier packages.

Prepares Human Resources forms such as absence reporting, or other forms as directed for approval by supervisor or manager.

Input and retrieve data using software such as PeopleSoft (as required), Excel and Legend Software as requested by supervisor or manager.

Participates in team monthly meetings and sub committees to regularly review business processes and procedures.

Order and maintain inventory control of office supplies within the approved budget limits for approval by supervisor or designate.

Open and close recreation facilities by following facility opening procedures, lock-up and alarm setting procedures.

May be required to send work orders to Facilities Help Desk.

Assists with hiring process of staff as required by setting up and scheduling of testing and interview times. Assists with the collection and completion of new hire paperwork.

Perform other duties as assigned which are directly related to the major responsibilities of the position.

Work 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.

QUALIFICATIONS

1. Previous business office experience normally acquired through a combination of secretarial and administrative courses and relevant work experience. Experience in related recreation work environment preferred.
2. Demonstrated practical knowledge and skill relating to the management of an office environment. Must have good knowledge of business English and office procedures.
3. Demonstrated ability to work independently and as part of a team demonstrating strong time management and organizational skills. Must possess the ability to manage competing priorities and timelines.
4. Possesses excellent verbal and written communication skills with the ability to clarify City procedures and policies to the public
5. Must have a demonstrated proficiency in the use and knowledge of Microsoft Word, Excel, Outlook, PowerPoint, and database software such as Legend.
6. Knowledge and experience working with PeopleSoft is a definite asset.
7. Ability to input data accurately at an acceptable speed (i.e. 50 wpm).
8. Must be able to read and write English and perform simple arithmetic and fill in simple reports/logs. Ability to use decimals and fractions.
9. Must possess excellent interpersonal, communication and customer service skills and the ability to relate to staff, peers and the general public with tact and professionalism. Ability to recognize the value of extraordinary

customer service.

10. Ability to input, retrieve and compile financial and statistical data for further analysis using appropriate software systems (Excel, PeopleSoft, Word reports).
11. Demonstrated ability to balance financial transactions in a deadline oriented environment.
12. Must be able to communicate effectively in both written and verbal form.
13. Must be flexible in work schedules and available to work rotating shifts such as days, evenings, weekends and holidays as required.
14. Current and maintain Standard First Aid with CPR-C.
15. Must have a valid class "G" Driver's Licence.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

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

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