

## CITY OF HAMILTON

### **COMMUNITY & EMERGENCY SERVICES DEPARTMENT** **(HOUSING SERVICES DIVISION – INVESTMENT IN AFFORDABLE HOUSING – LOCATION – 350 KING ST. E.)**

#### **HOUSING ADMINISTRATION CLERK - CUPE 5167**

The Community and Emergency 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 a high performing public servant who is interested in experiencing a challenging, rewarding and fulfilling career. The successful candidate will demonstrate an ability to work in a multi-disciplinary, fast paced office setting. Must be able to provide excellent face to face service to a diverse group of visitors to the Housing Services Division. Should be able to Multi-task and perform a range of clerical duties. Must demonstrate the ability to provide person-centred service and have knowledge of community resources and programs for housing and homelessness in Hamilton.

#### **SUMMARY OF DUTIES**

Reports to the Program Manager, Investment in Affordable Housing. Coordinates and provides administrative functions and support to the Program Manager and staff related to the delivery of a broad range of affordable housing programs and services.

#### **GENERAL DUTIES**

Prepares and composes correspondence on routine affordable housing program matters and researches and drafts correspondence on confidential, technical and non-routine matters, including responding to queries from Councillors' offices.

Compiles statistics on affordable housing programs, to support monthly program monitoring and reporting.

Reviews and edits correspondence and reports prepared by staff (for content, grammar and spelling, compliance with Corporate standards and overall applications).

Reviews and responds to Manager's email, where applicable.

Co-ordinates, schedules and arranges for meetings.

Inputs and retrieves data using PeopleSoft and social housing information system.

Records and reports staff absences, overtime and vacation. Maintains a vacation schedule. Schedules staff training and conference registrations.

Manages the data and records for the unit.

Liaises with other Departments, divisions, social housing providers, stakeholders, outside agencies/organizations and the public as required.

Creates and maintains information library and ensures most recent housing regulations, provincial standards and housing information is always available.

Catalogues various reports on issues by project/program/provider and ensures information is readily available.

Sets up and maintains a physical and electronic filing system for correspondence, reports, documents and individual housing providers.

Formats and updates a tracking system.

Assists in the development of staff presentations by using various software packages. E.g. MS PowerPoint to prepare/create tables, charts and overheads.

Work in accordance within the provisions of applicable Health & Safety legislation and all City Of Hamilton corporate and departmental policies and procedures related to Occupational Health & Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

**QUALIFICATIONS**

1. Previous administrative or business office experience related to the duties above normally acquired through a combination of education and related work experience.
2. Demonstrated ability to foster and function in a team-based environment and the ability to work independently; taking initiative and meeting tight deadlines.
3. Must possess excellent interpersonal skills and demonstrated tact and professionalism; a strong empathy for and understanding of the needs of people within the vulnerable sector and for clients with diverse backgrounds.
4. Must have demonstrated experience and proficient working knowledge of Windows, Microsoft Outlook, Word, Excel, PowerPoint and other database software.
5. Must have excellent time management and organizational skills and an ability to carry out instructions with limited oversight.
6. Must have excellent and effective communication skills, both verbally and in written form, for communications with staff, management, clients, providers and other stakeholders.
7. Knowledge of affordable housing programs.

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

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