

CITY OF HAMILTON

COMMUNITY SERVICES DEPARTMENT (HOUSING & HOMELESSNESS DIVISION)

PROGRAM SECRETARY - HOMELESSNESS, POLICY & PROGRAMS – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Program Manager, Homelessness, Policy & Programs, provide administrative and clerical support to the Co-ordinator and SCPI Staff.

GENERAL DUTIES

Responsible for typing all correspondence, such as letters, memos and reports for the Co-ordinator, of a general and confidential nature.

Assist in the creation of reports, forms, pamphlets and newsletters when requested.

Assist with the preparation of Committee of the Whole and other reports, including the collection and co-ordination of necessary report material from staff.

Take and transcribe minutes of meetings of the Community Advisory Board meetings and other meetings, as required.

Compile data for statistical reports and Operating Budget.

Create and maintain an accurate filing system.

Schedule appointments, arrange meetings and prepare necessary support documentation. Inform participants of arrangements.

Process incoming and outgoing communications (verbal, written, electronic) by prioritizing and referring to the appropriate person in an efficient and timely manner.

Interact appropriately with other divisions in the Social and Public Health Services Department, other agencies and organizations in providing and exchanging information and to ensure effective administration of operations and protocols.

Act as public relations liaison between the general public, regional staff, members of Council and other community agencies/organizations, on behalf of the Co-ordinator.

Co-ordinate and schedule travel, accommodation, conference and professional development arrangements and follow-up as appropriate.

Process cheque requisitions, payments, and monitor monthly budget transaction listings.

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

QUALIFICATIONS

1. Grade 12 Graduation or approved equivalent, with four to five years' previous administrative experience.
2. Must possess excellent interpersonal skills and the ability to relate to elected officials, subordinates, peers, superiors and the general public with tact and professionalism.

3. Must possess excellent secretarial skills including electronic transcription, computer skills, above-average knowledge of Office 97 software (especially Word and Excel).
4. Effective verbal and written communication skills are a must.
5. Must possess initiative, good judgment and the ability to provide guidance and take a leadership role when necessary.