

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(RECREATION DIVISION – BUSINESS SUPPORT SECTION - LOCATION – LISTER BLOCK, 28 JAMES ST. N.,
3rd FLOOR

SPORT SUPPORT CLERK - CUPE 5167

SUMMARY OF DUTIES

Reporting to Manager, Business Support provides clerical/administrative support within the Sport Unit portfolio and supports the daily operations of the reception desk in a professional public office setting.

GENERAL DUTIES

Receives and answers routine inquiries from reception staff, public and internal City staff. Refers escalated inquiries, requests, complaints and concerns to management 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 Recreation Division at Lister Block including but not limited to float maintenance, bank deposits, and petty cash while ensuring compliance within Divisional and Corporate guidelines. Discrepancies are reported to management for follow-up.

Supports the membership/rental/registration within the Sport Unit portfolio.

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. Establishes systems and methods to ensure data input and retrieval is maintained in an up to date and accurate manner to assist the Supervisor and staff to adhere to schedules and timelines.

Assists in the coordination of Brinks pick-up for the Recreation Division at Lister Block Building 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 Sport Unity clients. Follows up with customer accounts that have been deemed to have non-sufficient funds.

Accurately applies approved credits to accounts.

Assists in the preparation of monthly reception reconciliations for the Recreation Division at Lister Block for management review and approval. Reports issues and concerns to management.

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

Setup and maintain a filing system for correspondence, financial records and associated documents for the Sport Unit in accordance with divisional procedures.

Assist in the distribution of incoming and outgoing mail (including picking up and dropping off at Recreation Lister Block Reception), faxes and courier packages.

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

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

Open and close Recreation office at Lister Block by following facility opening/closing procedures.

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

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. Current and maintain Standard First Aid with CPR-C.

14. 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.
