

CITY OF HAMILTON

HEALTHY AND SAFE COMMUNITIES

(ONTARIO WORKS DIVISION - BUSINESS & SYSTEMS SUPPORT SECTION – LOCATION – 250 MAIN ST. E., 1st FLOOR)

OW DATA CENTRE CLERK - CUPE 5167

The Healthy and Safe Communities 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

Reporting to the Supervisor, Systems Support, performs data input and retrieval duties within regulated time frames to generate client payments. Download daily, weekly, monthly reports and SAMS system generated letters. Maintains confidential computerized client files in accordance with established records retention protocols. Prints and distributes daily payments for mail or pick up. Processes emergency manual cheques, stop payments on cheques and investigates problems with DBD transactions via an on-line banking data base. Processes returned or unclaimed cheques and records action taken regarding disposition of cheques. Operates a mail sorting/stuffing machine. Records and maintains cheque inventory for ordering.

GENERAL DUTIES

Receive, print and process, payment files for clients and vendors from SAMS.

Review error reports and produce cheque registers and distribute to appropriate personnel.

Download system generated letters and report and save on the network for distribution.

Perform data entry functions and track incoming and outgoing files using various computerized tracking and enquiry systems; generates computer printouts. Maintain input logs for manual cheques and prints and receives reports daily.

Perform regular back-up of all data files.

Reconciliation of daily payments, records and cheque stock.

Review reports or cheques being printed for defects, and if necessary, abort jobs in progress to avoid production of flawed cheques. Prepare cheques for mailing and assist with mailing preparation when required.

Determine needs, quantity and ordering supplies.

Respond to all inquiries regarding the status of client cheques or Direct Banking Deposit transactions.

Liaison with the SAMS System Analyst for the disposition or posting of payments.

Review and investigate problems with Direct Banking Deposit transactions via the Royal Bank on line reports.

Complete stop payments and post manual cheques on a computer data base.

Compile data for statistical reports and operating budget.

Liaison with suppliers for maintenance and repair of equipment.

Liaise with Local Systems Support staff for resolution of equipment failure.

Maintain password security for SAMS and run monthly control documents. Maintain confidential computerized client files in accordance with established records retention protocols.

Perform weekly maintenance and housekeeping of all equipment and reports any malfunctioning equipment to the Manager.

Maintain security of all cheques and equipment pertaining to cheque production.

Order bus tickets; maintain issuance log for disposition of bus tickets.

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.

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

QUALIFICATIONS

1. Demonstrated intermediate level knowledge of Word and Excel and knowledge of databases.
2. Advanced administrative and organizational skills
3. Ability to perform within tight deadlines set by outside sources.
4. Ability to accurately and quickly convert information from written, typed or printed documents into various databases at an acceptable speed.
5. Demonstrated proficiency to attention to detail and problem solving skills.
6. Ability to prepare and manipulate spreadsheets.
7. Must be able to work staggered hours.
8. Previous clerical experience assisting with mail preparation is an asset.
9. Previous Accounting/Finance experience an asset.
10. Knowledge of Ontario Works SAMS computer system an asset.
11. Demonstrated experience in maintaining a records management program.

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