

CITY OF HAMILTON

COMMUNITY SERVICES DEPARTMENT
(EMPLOYMENT & INCOME SUPPORT SERVICES DIVISION – HELPING HANDS/COMMUNITY PARTICIPATION –
LOCATION – 181 MAIN ST. W.)

DISPATCHER – HELPING HANDS - CUPE 5167

The Community 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 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

Reports to Supervisor, Helping Hands/Community Participation. Schedules service appointments to clients; assigns daily workload to program participants; performs clerical duties associated with Employment Services.

GENERAL DUTIES

Prepares schedules and assigns work for programme participants and Training Coordinators.

Books customer service appointments; co-ordinates volume of service appointments in relation to number of available participants.

Receives and answers inquiries from customers, programme participants, the public, case workers, Public Health, Victorian Order of Nurses and the Department of Veterans Affairs.

Records service application information such as name, address and type of service requested; forwards to Training Coordinators.

Advises participants of location and requirements of job.

Records participants "in" and "out" time ; posts to clients' statement for billing purposes.

Resolves minor customer complaints.

Arranges for equipment to be used on job site such as lawn mowers.

Maintains office filing system such as confidential customer and participant files.

Compiles statistics such as summary of services provided.

Compiles and maintains crew lists; inputs data for snow clearing, grass cutting and window washing.

Records results of customer needs test. Inputs into computer program.

Works 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.

Issues monthly stipend to participants via SAMS.

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

QUALIFICATIONS

1. Demonstrated business office experience normally acquired by a combination of education and relevant work experience.
2. Experience in preparing schedules, scheduling appointments and prioritizing work and service requests.
3. Must have basic accounting skills.
4. Working knowledge of Microsoft Office XP (Microsoft Outlook, Word and Excel). Knowledge of SAMS is an asset.
5. Must have excellent customer service skills.
6. Demonstrated ability to input and retrieve data at an acceptable speed.
7. Ability to compile statistics.
8. Effective communication skills and the ability to relate to seniors, programme participants, the public, caseworkers and government agencies.
9. Ability to work with a minimum of supervision.