

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (ONTARIO WORKS DIVISION - SPECIAL SERVICES – LOCATION - 2255 BARTON ST. E.)

SPECIAL SUPPORTS FILE CLERK - CUPE 5167

SUMMARY OF DUTIES

Report to Supervisor, Special Supports for OW, ODSP and Low Income Records and File Management. Performs filing and clerical duties associated with the overall operations of the Unit. Oversees and effectively maintains the confidentiality of vital records.

GENERAL DUTIES

Maintain office filing system such as confidential client files, records, correspondence, forms and cards.

Open, stamp, sort and distribute incoming mail and faxes.

Receive, input, distribute, reconcile and maintain all incoming cheques and cash to be tracked and logged.

Open and create new files folder.

Locate, retrieve and distribute files to staff.

Requisition files from storage.

Log location of files.

Accuracy in alphabetize and file according to four main filing systems.

Receive and answer routine inquiries from the public, clients and staff.

Receive public and clients at counter.

Answer telephone and relay calls and messages to appropriate staff.

Operate equipment such as photocopier and FAX machine.

Word process correspondence and reports from copy i.e excel format.

Retrieve data from various databases.

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

QUALIFICATIONS

1. Previous records management with the ability to perform at a high level of accuracy and filing experience in a fast paced, high volume environment acquired through a combination of relevant education and work related experience.
2. Demonstrated ability to accurately and efficiently set up and maintain files in alpha/numeric sequence.
3. Demonstrated cash handling experience.

4. Able to oversee and effectively maintain the confidentiality of vital records. Update and maintain file tracking records.
5. Experience in a computerized environment. Working knowledge of Microsoft Office XP (Microsoft Outlook, Word and Excel) and database software.
6. Must be physically capable of frequently standing and lifting files overhead when filing. Must also be capable of frequent walking in order to retrieve and deliver mail to different floors or areas throughout the site. Must be physically capable of lifting storage boxes up to 10 Kilograms/22 pounds.
7. Must be able to provide excellent customer service to the general public and city staff. Able to perform general office and administrative support (such as but not limited to answer and re-direct telephone queries, operate copier, fax and printer).

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