

# CITY OF HAMILTON

## HEALTHY & SAFE COMMUNITIES DEPARTMENT (ONTARIO WORKS DIVISION – BUSINESS SUPPORT – LOCATION – 250 MAIN ST. E., 3<sup>rd</sup> FLOOR)

### ONTARIO WORKS PROGRAM COMMUNICATIONS SECRETARY – CUPE 5167

The Healthy & 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, Business Support, provides administrative support to a multidisciplinary staff on day to day projects; designs, builds and manages the Intranet Website for Ontario Works (OWNet). Word processing and design of reports, presentations and publications. Document management, including design, functionality, publication and archiving. Reconciles payments, issues expense reports, organizing training schedules and equipment; schedules meetings, manages attendance.

### GENERAL DUTIES

Analyzes, designs, develops, tests, implements and manages the implementation of divisional Intranet Side (OWNet) including web interfaces with a focus on usability, readability and accessibility for staff and user needs.

Creates, designs, builds and publishes all web pages of the Intranet site using advanced knowledge of computer languages.

Categorizes the content and organizes according to the end-user's needs to develop the information structure. Ensures content layout is accessible and logical to the end-user's needs and content is categorized with a concise, descriptive title that will become a link on the web page.

Collaborates on the development, implementation and maintenance of the web application development standards, web analytics standards and in the development and review of business, user-centered design and accessibility specifications for Intranet (OWNet) Standards.

Consults with management and content author to obtain a clear understanding of requirements, researches and provides recommendations for new improvements that will add functionality and value to the end-user's needs.

Responsible for planning the structure and layout of large projects which involves information architecture, performs content evaluation and organization.

Responsible for optimizing web navigability and web architecture. Responsible for daily maintenance and troubleshooting of the intranet site such as identifying and diagnosing all malfunctions, failures and broken linkages in the system.

Publishes content once architecture and design has been completed.

Problem solves to correct malfunction and confirms solution restores the product or processes to its working state and

operation. Required to work with multiple windows and applications at one time.

Maintains, retrieves, interprets, problem solves and answers the OWNet Feedback mailbox.

Sets up training sessions on the Web Registration as well as on the Intranet site (OWNet).

Ensures website pages consistently display accurate, relevant and current information. Proofs and publishes web content to ensure information is accurate, appropriate and reaches the intended audience in a timely manner.

Word processes, formats, proof reads and edits all forms, letters, announcements, memoranda, statistical reports, excel spreadsheets, rates, tables, pamphlets, PowerPoint, Visio process charts, proposal reports, business processes (departmental procedures) and policies. Prepares training materials as required at the request of the Ontario Works Trainers.

Researches, coordinates and prepares special reports.

Compiles data for statistical reports and Operating Budget.

Responds to all incoming calls to the unit, taking messages and answering and/or directing inquiries as required.

Schedules and arranges locations and equipment for meetings and training sessions.

Maintains calendars for the unit management, team, boardrooms and training classroom.

Liaises with various departments/divisions within the City to ensure effective administration of operations and protocols.

Reconciles and issues expense reports and consults with Management when discrepancies occur.

Maintains an accurate filing system. Manage and report weekly attendance and absences.

Sorts and processes incoming mail, processes outgoing mail and updates mailing lists.

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.

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

## **QUALIFICATIONS**

1. Previous business office experience normally acquired through a combination of education and administrative courses and relevant work experience.
2. Demonstrated proficiency in a computerized environment with advanced level of computer skills, including Microsoft Office 2010, including Excel, Outlook, PowerPoint, Word, Visio, ADOBE Acrobat X Professional, and ADOBE Livecycle Designer ES2.
3. Experience and demonstrated proficiency using markup languages such as HTML, XHTML, XML, and programming languages JavaScript, VB and CSS..
4. Previous business office experience producing and designing materials for web updates and graphic projects.
5. Must be proficient in Business English and possess good organizational skills.

6. Excellent interpersonal and excellent grammar and spelling skills.
7. Demonstrated initiative, good judgement and the ability to provide guidance and take a leadership role when necessary

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

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