

CITY OF HAMILTON

COMMUNITY SERVICES DEPARTMENT **(BENEFIT ELIGIBILITY DIVISION – ELIGIBILITY REVIEW - LOCATION – 1550 UPPER JAMES ST.)**

ELIGIBILITY REVIEW CLERK - CUPE 5167 **(1 TEMPORARY FULL TIME POSITION)**

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 the Program Manager. Performs clerical duties within the Eligibility Review Unit.

GENERAL DUTIES

Type and word process legal documents, cheque requisitions, reports and correspondence from copy.

Receive and answer routine inquiries from clients, public, court officials, police, government agencies and employers.

Compile and update statistics such as caseload and programme budget records.

Maintain office filing system such as confidential client, correspondence and Accident Agreement files.

Input client data; retrieve and record data from computer including provincial software system SAMS

Receive and record documentation from the Finance Department for follow-up cheques and monies; requisition replacement cheques.

Receive and log incoming mail; process outgoing mail.

Receive and log incoming payments.

Reconcile all financial transactions.

Compose correspondence for Accident Agreements; receive and record reimbursements; forward to Systems and Accounting.

Receive client and public at reception counter.

Take and transcribe minutes.

Complete staff absence reports for approval.

Requisition office supplies.

Assist in the training and development of new clerical staff and placement students.

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

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 experience related to duties listed above normally acquired through a combination of education and progressive work experience.
2. Demonstrated ability to create and modify word processing documents and spreadsheets.
3. Demonstrated ability to compile statistics from data.
4. Experience in a computerized environment. Intermediate to advanced knowledge of Office XP software (Word, Excel and Microsoft Outlook). Working knowledge of PowerPoint.
5. Demonstrated ability to work effectively with others and to display and foster teamwork within the work unit.
6. Must possess initiative, good judgement and demonstrated ability to work independently in assigned responsibility areas.
7. Excellent interpersonal, communication, time management and organizational skills.