

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(ONTARIO WORKS DIVISION – LOCATION – 250 MAIN ST. E., 1550 UPPER JAMES ST., 2255 BARTON ST. E.)

OW FILE/ADMINISTRATIVE CLERK - 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

Reports to Supervisor, Human Services, performs filing and clerical duties associated with the overall operations of the OW division. Inputs data, creates client files, performs filing and clerical duties.

GENERAL DUTIES

Maintains OW and special supports filing system such as confidential client files, records, correspondence, forms and cards.

Sorts and files Statement of Incomes as well as other documents that come through interoffice mail and Canada Post.

Picks up mail for delivery to other sites, divisions and departments.

Opens, stamps, sorts and distributes incoming special supports mail and faxes.

Receives, inputs, distributes, reconciles and maintains all incoming cheques and cash to be tracked and logged for Special Supports program.

Locates, retrieves and distributes files to staff.

Opens and creates new file folders. Retrieves files and forwards files through the interoffice mail to other locations as required. Logs location of files.

Places files in archive boxes and ships files to requested location or storage. Requisition files from storage.

Purges Statement of Incomes and deactivated files, boxes and forwards same to storage.

Photocopies and faxes various documents and forms when requested to do so.

Word processes correspondence and reports from copy i.e. excel format. Retrieves data from various databases.

Receives and answers routine inquiries from public, clients and staff.

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

Lifts storage/file boxes and moves them from one location to another.

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 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. Experience in a computerized environment with the ability to word process basic correspondence and documents. Basic working knowledge of Microsoft Office software (i.e. Microsoft Outlook, Word and Excel).
5. Demonstrated excellent customer service skills.
6. Able to maintain confidential client information, documents and records.
7. Demonstrated ability to answer and redirect calls as necessary in an efficient and courteous manner.
8. Excellent attention to detail and accuracy.
9. Able to oversee and effectively maintain the confidentiality of vital records. Update and maintain file tracking records.
10. 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.

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