

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT **(HOUSING SERVICES DIVISION – LOCATION – 350 King Street East, Suite 110)**

ADMINISTRATIVE ASSISTANT II – HOUSING SERVICES

SUMMARY OF DUTIES

Reporting to the Director of Housing Services, the successful candidate provides confidential administrative support on a range of administrative issues affecting the operations of the Division. Duties for this high paced position includes scheduling and coordinating meetings, administrative tasks related to financial, human resource and customer service issues and following up on outstanding issues as appropriate. Must work with a minimum of supervision on multiple activities and ensure deadlines are adhered to and established procedures followed. Must be able to problem solve or redirect inquiries from within the City and from the public.

GENERAL DUTIES

Engages in a range of activities in the Department to support and enhance a professional and responsive Director's office that promotes excellent and timely customer service.

Provides confidential administrative support to the Director.

Assumes responsibility for all routine administrative details within the office of the Director.

Assists in business and administrative matters such as responding to inquiries and processing confidential matters.

Ensure timely response to general public who contact through email, phone, or fax.

Prepares, composes, proof reads, and formats correspondence and reports on a variety of matters, both confidential and routine.

Schedules appointments and arranges meetings including the booking of facilities, catering arrangements, invitations and developing the agenda.

Prepare information for the Director for attending meetings, distribute agendas, minutes, and related background information.

Coordinate and maintain Director's calendar, eliminate conflicts and reschedule as required.

Responds to inquiries and liaises with the offices of local officials, local boards, government agencies, outside organizations, internal staff and the general public and follow-up as needed.

Possesses an understanding of the Housing Services Division and related resources and linkages to the community and within the City.

Ensures timely processing of cheque requisitions, expense claims and review of same for accuracy and compliance with City policies and procedures and audit requirements.

Maintains records for the Director's office on attendance and absences for management team.

Coordinates and arranges travel for conference and course arrangements, and follow-up as appropriate. Ensure timely submission of all Travel Expense forms to accounts payable.

Develops and maintains confidential and information filing systems.

Acts as contact person for Director's office ensuring information is timely disseminated to staff as needed and with discretion.

Ensures deadlines are met and redistributes work to the appropriate Manager in the absence of the Director.

Maintain Divisional boardroom bookings and correct conflicts as needed.

Ensure Housing Services external webpage is up to date and act as contact person to general public who contact Housing Services through website. Submits updates as needed to be posted.

Maintain Housing Services internal webpage as updates are required.

Monitor and maintain budget for Director's Office.

Participates in special assignments as determined by the Director.

Ensures timely preparation and submission of divisional HR change forms as required..

Reviews and formats Council reports in an accurate and professional manner and ensure the reports are in accordance with municipal standards and procedures.

Knowledge of City of Hamilton Purchasing bylaw and works in accordance of it.

Provides coverage and support to other Administrative Assistants within the Department

To share successes and best practices to advance the Division and Department in meeting its goals and delivering services aligned with the strategic objectives.

Responds to emergencies as determined by the City's Emergency Operation Group.

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

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.

QUALIFICATIONS

1. Experience related to duties listed above normally acquired through the completion of an Office Administration Program or approved equivalent education and related work experience.
2. Demonstrated progressive experience at a senior administrative assistant level.
3. Must be able to work independently on complex projects and co-ordinate activities with other parts of the organization to promote smooth and efficient communications and information flow
4. Demonstrated experience in a high paced office environment with an emphasis on customer service.
5. Demonstrated ability to provide excellent and timely customer service in accordance with the City of Hamilton's strategic plan.
6. Demonstrated ability to establish and maintain effective working relationships with those served through the Division as well as co-workers, community agencies and the general public.
7. Demonstrated ability to format reports and ensure timely submission to Director and General Manager.,

8. Maintain up to date and relevant records and information systems.
9. Must have a high level of accuracy and speed in preparation of written communication such as e-mails, correspondence and meeting minutes and notes.
10. Ability to work in an automated environment, with working knowledge of Microsoft Outlook, Word, Excel and PeopleSoft programs and the ability to keep up to date on new systems as they are introduced. Working knowledge of basic HTML and website maintenance.
11. Demonstrated understanding of basic accounting principles. Knowledge of City of Hamilton's budget process would be an asset.
12. Experience in a related environment would be an asset.
13. Demonstrated ability to work and adapt to a fast paced changing environment, and effectively respond to the dynamics and complex work issues of the department.
14. Must possess strong interpersonal skills, with demonstrated ability to work, independently and as part of a multi-disciplinary team. Must possess initiative, good judgement and the ability to mentor less experienced staff.
15. Demonstrated ability to balance and effectively self manage workload in a dynamic work environment within prescribed timelines and adjust based on priorities.
16. Valid 'G' licence and provision of vehicle for use on the job would be an asset.
17. Demonstrated ability to co-ordinate, assign and review work of junior staff and resolve work-related problems.
18. Effective communications skills. Ability to interact and communicate effectively at all levels of the organization. Demonstrated experience in the preparation of reports and presentations.
19. Supports a person-centred focus with a commitment to exceptional service. Dedicated to meeting the expectations and requirements of the citizens of Hamilton and internal and external partners. Establishes and maintains effective relationships to gain trust and respect.