

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT (RECREATION DIVISION – CITY WIDE SERVICES - LOCATION – 28 JAMES ST. N., 3rd FLOOR)

SUBSIDY ADMINISTRATOR– CUPE 5167

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

Reporting to the Manager, Program Development, this position supports initiatives under the Affordable Access to Recreation Strategy, including maintaining a large caseload of clients in the Recreation Fee Assistance Program, coordinating free programs city wide, and supporting community agencies through communication and outreach visits. This position is also responsible for generating quarterly statistics, resolving concerns from public and clients, and maintaining the Fee Assistance Program database.

GENERAL DUTIES

Receive, investigate and review applications from potential families requiring fee assistance for participation in recreation programs.

Respond to inquiries about the fee assistance program professionally and tactfully and provide high level customer service, including conflict resolution and referring cases for Manager review.

Pre-screen families for eligibility and schedule appointments.

Conduct telephone and face-to-face interviews of applicants to establish initial and monitor ongoing eligibility; process confidential eligibility documentation.

Assess the eligibility of families for fee assistance according to pre-established departmental policies and procedures and other applicable legislation.

Assist with establishing and expanding community relationships for the purpose of networking, outreach and advocacy based on identified Strategy goals and objectives.

Co-ordinate the program information as it relates to the Affordable Access to Recreation Strategy.

Make referrals to other programs or community agencies.

Engage in a range of activities in the Division and community to support and enhance customer service.

Assist with identifying barriers and making recommendations to Manager that prevent a family from fully participating in all aspects of the Affordable Access to Recreation Strategy.

Assist with program research and planning as it relates to the Affordable Access to Recreation Strategy.

Write routine reports and compile statistics quarterly as it relates to the Strategy.

Maintain and apply current knowledge of Acts, Legislation and Policies and Procedures pertinent to job duties.

Liaise with and provide information to other departments as appropriate.

Assist with the provision of front line training for staff in regards to the Strategy

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.

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

QUALIFICATIONS

1. A combination of education and experience in recreation and subsidy eligibility normally acquired by a community college program in Recreation and Leisure Studies or Social Services or equivalent education and relevant work experience.
2. Knowledge and understanding of Recreation its programs both past and present, as well as the City's strategic plan.
3. Working knowledge of database software. Working knowledge of CLASS Registration, financial reporting systems, and Microsoft applications (Windows Office XP, Microsoft Outlook and Word).
4. Ability to maintain a client database, extract information, compile statistics, and write relevant reports.
5. Demonstrated ability to work independently with little supervision and in a team environment.
6. Demonstrated experience working with confidential information.
7. Demonstrated experience working in a customer service focused environment and effective communication skills and demonstrated ability to relate to peers, individuals, families and groups.
8. Highly effective communication, interpersonal and organizational skills. Ability to manage difficult customer services scenarios while ensuring confidentiality.
9. Demonstrated knowledge of Health and Safety Act and applicable regulations as it relates to the position.
10. Must possess a valid Class "G" Driver's Licence. Provision of a vehicle for use on the job.
11. High Five Principles of Healthy Child Development Certification Considered an asset.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEROF IS REQUIRED AFTER HIRE.