

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(MACASSA OR WENTWORTH LODGE – LOCATION – 701 UPPER SHERMAN AVE., HAMILTON OR 41 SOUTH ST. W., DUNDAS)

ADMINISTRATIVE ASSISTANT II - LODGES

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 directly to the Administrator, provide administrative and clerical support to the Administrator and division managers.

GENERAL DUTIES

Word process all letters, memos, reports and other routine and confidential correspondence required by the Administrator and division managers.

Record and transcribe minutes of meetings as required by the Administrator.

Perform Accreditation activities such as setting up meetings.

Research, co-ordinate and prepare special reports, staff newsletter and public relations material.

Compile data for statistical reports and Operating Budget or other operational reports.

Liaise with the residents, family members and volunteers on behalf of the Administrator.

Screen incoming calls to the Administrator or visitors, taking messages and answering enquiries where possible.

Arrange appointments and meetings for the Administrator. Maintain Administrator's calendar, filing or other systems as required.

Liaise with various departments within the Lodge and between the Lodges to ensure smooth operation.

Receive Administrator's mail and distribute accordingly.

Act as public relations liaison between the Lodge and the general public, City staff, and other health care agencies/organizations.

Perform other duties as assigned which are directly related to the normal functions of this position with minimal supervision and direction.

QUALIFICATIONS

1. Previous experience at an administrative level, normally acquired through the completion of an Office Administration Program or equivalent education or related work experience.
2. Must have a high level of accuracy and speed to compose and proof-read correspondence and reports on a variety of matters, both confidential and routine. Ability to draft replies on non-routine matters for the consideration of the Administrator and compose meeting agendas and minutes.
3. Demonstrated experience in preparation of reports.
4. Must be proficient in Business English, modern office practices and procedures.
5. Experience in a computerized environment. Working knowledge of Microsoft Office (Word, Excel, Microsoft Outlook and PowerPoint). Working knowledge of database software.
6. Demonstrated ability to communicate effectively, both verbally and in writing.
7. Must possess strong interpersonal skills with ability to relate readily to the public and outside agencies, have a pleasant manner, have initiative and the ability to carry out instructions without detailed direction.
8. Excellent time management skills with ability to work and adapt to fast paced changing environment. Must be able to work independently on projects and co-ordinate activities with other parts of the Lodge to promote smooth and efficient communications and information flow.

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