

CITY OF HAMILTON

HEALTHY AND SAFE COMMUNITIES DEPARTMENT (HOUSING SERVICES DIVISION – LOCATION – LISTER BLOCK, 28 JAMES ST. N.)

ADMINISTRATIVE ASSISTANT II – HEALTHY & SAFE COMMUNITIES

SUMMARY OF DUTIES

Reporting to the General Manager of Healthy and Safe Communities Department, the successful candidate provides confidential administrative support on a range of administrative issues affecting the operations of the Department. 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 General Manager and Director's office that promotes excellent and timely customer service.

Provides confidential administrative support to the Department.

Assumes responsibility for routine administrative details as directed through the Healthy and Safe Communities Administrative Coordinator

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

Prepares information for the General Manager and Director for attending meetings and related background information.

Coordinates and maintains General Manager and Director's calendars, 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 related to calendar requests.

May be required to ensure timely processing of cheque requisitions, expense claims and review of same for accuracy and compliance with City policies and procedures and audit requirements.

May be required to maintain 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.

Maintains Departmental and Housing Division boardroom bookings and correct conflicts as needed.

Participates in special assignments and other administrative tasks in support of and as determined by the Administrative Coordinator or General Manager.

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

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

Provides coverage and support to other Administrative Assistants including Administrative Coordinator within the Department.

Shares 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.

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 responsibilities of the position.

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 coordinate 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. Ability to work in an automated environment, with exceptional knowledge of Microsoft Outlook, Word, Excel and PeopleSoft programs and the ability to keep up to date on new systems.
8. Experience in a related environment would be an asset.
9. 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.
10. 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.
11. Demonstrated ability to balance and effectively self-manage workload in a dynamic work environment within prescribed timelines and adjust based on priorities.
12. Valid Class 'G' Driver's licence and provision of vehicle for use on the job would be an asset.
13. Demonstrated ability to coordinate, assign and review work and resolve work-related problems.
14. Effective communications skills. Ability to interact and communicate effectively at all levels of the organization.
15. Demonstrated ability to support 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. Ability to establish and maintain effective relationships to gain trust and respect.

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