

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HOUSING SERVICES DIVISION - LOCATION – 350 KING ST E.)

PROGRAM SECRETARY – HOUSING FOCUSED STREET OUTREACH - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Human Services – Homelessness Housing Support, provides administrative and clerical support to management and staff in the Housing Services Division. This position performs a variety of duties including: absence reporting, preparing cheque requisitions, request for invoice, purchase order requisitions, processing procurement card purchases, entering data (e.g. orders, attendance, etc.), producing and updating documents and program forms, and managing storage room.

GENERAL DUTIES

Performs office administration functions including scheduling meetings, arranging venues, transcribing minutes, and managing supplies.

Processes invoices, mileage, conferences and travel forms, education and training paperwork, cheque requisitions, request for invoices, and procurement card purchases.

Reviews invoices for accuracy, assists Manager with reconciling transaction discrepancies with Finance and Administration staff.

Maintains and reports attendance and timesheets for division staff.

Acts as key contact for facilities management, receives staff inquiries, reports issues and requests to the facilities help desk.

Prepares and processes outgoing mail to internal and external recipients and maintains current mailing lists.

Types and word processes correspondence, agendas, minutes and reports of a general, confidential and technical nature as required.

Assists with the compilation of participant class and workshop materials, facilitator guides and presentation slide decks.

Maintains confidential records with high degree of integrity and respect for privacy.

Monitors and coordinates supplies for the division. Organizes and maintains storage room.

Receives, answers inquiries from staff, other departments and public by telephone and in person on a diverse range of issues by determining their needs and referring to appropriate staff for resolution if necessary.

Works in accordance with the provisions of applicable Health, Safety and Privacy 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 responsibilities of this position.

QUALIFICATIONS

1. Previous business office experience related to the duties above normally acquired through a combination of education and demonstrated related work experience.

2. Must be proficient in Business English.
3. Highly developed customer service and interpersonal skills. Proven ability to deal with people in a difficult situation while maintaining confidentiality, tact, and patience
4. Must possess good time management and organization skills with a strong attention to detail.
5. Previous experience in a computerized environment. Intermediate knowledge of Windows Office (Word, Excel and PowerPoint). Knowledge of or ability to learn a variety of computer database programs including Access, Visio, and other project related applications.
6. Demonstrated ability to type and word process correspondence, reports and workshop materials with accuracy.
7. Must possess initiative, good judgement and the ability to work as part of a team.

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