

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT (HAMILTON FIRE DEPARTMENT - FIRE PREVENTION SECTION – LOCATION – 55 KING WILLIAM ST.)

#### FIRE PREVENTION CLERK - CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Assistant Chief Fire Prevention Officer. The Fire Prevention Clerk supports the efficient operation of the Fire Prevention Division by performing effective administrative activities that include filing, documenting and data management; communicating with stakeholders and the public. Provides support in the preparation of case files for legal processes and the collation of data and documents to comply with Freedom of Information requests.

#### GENERAL DUTIES

Prepare, compose and edit a variety of documents including, correspondence, reports, minutes, agendas and forms of a general and technical nature ensuring transcription accuracy from copy and dictated notes; maintain confidentiality as appropriate.

Support and assist in the creation and collation of case files and reference documents to assist the Fire Prevention Division to prepare for legal, regulatory, and commission hearings.

Maintain and organize physical and electronic divisional filing system to include building and/or property files and electronic database including correspondence, reports, minutes, agendas, programs and initiatives.

Receive and answer incoming inquiries from staff, the public, interagency or external agency organizations by telephone and email. Redirect calls to appropriate staff members, ensure messages are accurately taken and promptly forwarded to relevant personnel to maintain seamless communication.

Provide in person counter service to the public to address complaints and general fire safety inquiries. Electronically record all intake requests, fee-for services requests, complaints, general information inquiries received by phone or in person, and any other service provisions that may become necessary in accordance with the prescribed Division policy.

Documents work processes and continuously updates and refines job duties as required to reflect changes in departmental needs or organizational priorities. Ensures that any changes to job responsibilities are communicated effectively and documented as needed.

Schedule appointments, arrange meetings, training / workshops, book facilities, prepare necessary documentation for team meetings.

Develop, maintain, and create electronic work forms and spreadsheets for staff using a variety of software applications and tools including record management software, database software, dashboards, and Microsoft Excel, Word, Teams, and SharePoint.

Provide backup administrative support and coverage for other Hamilton Fire Department divisions as required.

Maintain and requisition office supply inventories for Fire Prevention.

Sort and distribute incoming mail; process outgoing mail including preparing registered mail-outs.

Process, scan, photocopy, and summarize reports, post notices for display as required.

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

**QUALIFICATIONS**

1. Previous business or legal office experience related to duties listed above normally acquired through a combination of education and work experience.
2. Experience in an environment where there is an application of enforcement or legal process will be preferred.
3. Advanced computer literacy using a variety of software including, records management, Microsoft Office (Outlook, Excel and Word), Sharepoint, Adobe, Ability to create and manipulate forms with any of the following Microsoft forms, Google.
4. Ability to input data at an intermediate speed 50wpm while maintaining accuracy.
5. Excellent time management and organizational skills. Exceptional attention to detail and demonstrated ability to manage high volume of tasks and duties accurately and efficiently in a fast-paced environment.
6. Excellent customer service skills. Demonstrated interpersonal and communication skills necessary to interact with internal staff and the forward-facing public.
7. Must possess initiative, good judgement and demonstrated ability to work independently in assigned responsibility areas including recognizing and maintaining confidentiality.
8. Must have a pleasant; courteous manner, able to deal with contentious situations and to exercise discretion, judgement, diplomacy while working with the public.
9. Ability to work at any Hamilton Fire Department facility to perform duties associated with the operation of the Fire Prevention Division as required/assigned.

**NOTE:**

As a condition of employment, the successful applicant(s) will be required to obtain a Police Information Check (PIC), at their own expense, prior to beginning work in this position.

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

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