

## CITY OF HAMILTON

### HEALTHY AND SAFE COMMUNITIES DEPARTMENT (HOUSING SERVICES DIVISION – TENANT SUPPORT PROGRAM - LOCATION – 350 KING ST. E.)

#### HOUSING SERVICES/TAX RETURNS CLERK - CUPE 5167

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

Reports to Supervisor, Tenant Supports, the Housing Services/Tax Returns Clerk provides a range of administrative, clerical and financial business duties to support the operations of the Housing Services Division. The Housing Services/Tax Returns Clerk provides direct service to clients to support their journey to stable, permanent housing and assists clients with income tax returns. The Housing Services Clerk works with a minimum of supervision on multiple activities while ensuring deadlines are adhered to and established procedures followed.

#### GENERAL DUTIES

Performs office administration functions that include scheduling/arranging meetings, appointments and attending meetings to transcribe minutes. Creates and word processes a variety of forms, statements, legal documents (Court Orders and Directions etc.), reports, proposals, pamphlets, PowerPoint presentations and other types of correspondence.

Sorts and processes mail, maintains office filing system for confidential client files, records, correspondence and forms.

Responds to enquiries at reception/phone (general inquiries/team line) and through email. Engages with individuals involved with the homelessness serving system, both via phone and in person to identify clients needs and triage to the appropriate internal/external support for resolution.

Accepts applications for programs offered by Housing Services and processes Access to Housing, portable housing benefits and others.

Calculates rent for rent supplement tenants and housing allowance tenants.

Conducts annual reviews for eligibility for RGI assistance for households on Access to Housing Waitlist and Rent Supplement.

Seeks guidance as needed from other colleagues/external partners providing support to the individual. Acts as a public relations liaison with the general public, participants, staff, and community agencies/organizations.

Processes incoming and outgoing communications (verbal, written, electronic) by prioritizing and referring to the appropriate person in an efficient and timely manner.

Escalates cases that require worker review; ensures referral is made in a timely manner.

Updates and maintains distribution lists such as City of Hamilton agency contacts.

Creates, establishes and maintains a tracking and monitoring system for reports, data, contracts, log of assignments/directions/cancellations.

Ensures timely processing of cheque requisitions, payment runs for vendors, expense claims and reviews of same for accuracy of descriptions and other variables e.g. account numbers, availability of funds to ensure procurement policies are followed.

Performs cash handling duties including accepting payments while issuing receipts, petty cash and issues payments to vendors. Makes bank deposits.

Performs data entry functions and tracks incoming and outgoing files using various computerized tracking and enquiry systems; generates computer printouts.

Maintains input logs for manual cheques, prints and receives reports daily. Reconciles daily payments, records and maintains cheque inventory for ordering. Maintains security of all cheques and equipment related to cheque production.

Reconciles and monitors recoveries from various Programs by reviewing PeopleSoft and follows up with staff/Management for any discrepancies. Prepares data for monthly submission to recover program monies from Ministry. Receives, records and inputs cheques received and reconciles in PeopleSoft.

Reviews purchases made to ensure accuracy in transaction listings. Under the direction of Supervisor/Manager, investigates discrepancies and submits journal vouchers. Calculates and monitors outstanding arrears owing to the City of Hamilton as required.

Populates/searches information in provincial computer databases (e.g. HIFIS, SAMS, MTO, CRA, MECA, SALIS, FCMS, FRO, MAVIS, IHS, TPOB etc) scheduling tool, Outlook and Excel on computer system.

Meets with clients to assist them in coordinating their submission of appropriate records to file taxes.

Reviews tax documents and other records to correctly compile and complete tax returns for clients.

Accurately inputs client information into tax preparation software.

Maintains and ensures client privacy and confidentiality.

Orders supplies and tracks inventory.

Collects and compiles data/statistics

Liaises with facilities, issues and follows up on work orders.

Provides back up to other clerks within the Division.

Assists in the training and development of new clerical staff and placement students.

Conducts planning activities

Coordinates and schedules travel accommodations, conferences and professional development

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 major responsibilities of the job

**QUALIFICATIONS**

1. Demonstrated business office management and/or strong business office administrative skills acquired through relevant experience or a combination of administrative courses and relevant work experience.
2. Previous experience gathering necessary information to facilitate the completion of a personal tax return.
3. Experience with commonly used electronic tax filing software (e.g., Quickbooks, UFILE) or submission by phone using SimpleFile.
4. Previous experience or knowledge of Housing Services and Housing agencies/resources would be an asset.
5. Must be proficient with intermediate experience in the use of Microsoft Office ( Outlook, Word, PowerPoint and Excel). Demonstrated ability to input data at an intermediate level with a high degree of accuracy. Working knowledge of database software (experience with SAMS and scheduling software) would be an asset.
6. Ability to excel in a fast-paced work environment. Strong problem-solving skills with the ability to adapt to any situation. Demonstrated proven ability to assist people in difficult situations.
7. Demonstrated excellent interpersonal, communication and analytical skills.
8. Advanced keyboarding and data entry skills with ability to apply specialized technology and software e.g. Archibus, CESBAM, SAMS.
9. Ability to prioritize and organize multiple tasks with a variety of deadlines.
10. Excellent people skills with an emphasis on customer service. Demonstrated ability to deal with difficult callers and display tact and professionalism when conversing with clients, supervisors and peers
11. Excellent team work skills with the ability to work with teams effectively on site as well as offsite locations.
12. Previous Accounting/Finance experience an asset. Demonstrated experience and familiarity with the City of Hamilton financial processes and procedures an asset.
13. Proficiency in French language would be an asset.

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

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