

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT (HAMILTON FIRE DEPARTMENT – LOCATION – 1227 STONE CHURCH RD. E.)

#### ADMINISTRATIVE ASSISTANT I - FIRE

##### SUMMARY OF DUTIES

Reports to the Fire Chief. Provides confidential executive support on a broad range of administrative issues affecting the operations of the department and Corporation. Co-ordinates administrative activities within the Divisions and follows-up on outstanding issues. Works independently on multiple activities and ensures deadlines are met and established procedures followed.

Provides dedicated relief coverage to General Manager's Office, Healthy and Safe Communities Department.

Provides leadership and guidance to administrative support staff within Fire Divisions; participates in the recruitment process for junior staff, as and when required.

##### GENERAL DUTIES

Provides confidential administrative support to the Fire Chief.

Assumes responsibility for all routine administrative details within the Office of the Fire Chief.

Assists the Fire Chief in business and administrative matters such as responding to inquiries and processing confidential matters.

Receives and screens all inbound telephone calls, e-mails and visitors to the office; refers and or redirects calls, e-mails or visitors as applicable.

Receives and maintains record of incoming mail; reviews, evaluates and distributes correspondence requiring priority attention of staff.

Prepares, composes and proofreads correspondence and reports on a variety of subjects, both confidential and routine matters. Drafts replies on non-routine matters for the consideration of the Fire Chief.

Records and transcribes minutes of Management meetings and other meetings as required by the Fire Chief.

Schedules appointments, arranges meetings, books facilities, organizes the delivery of presentation equipment, prepares necessary documentation, provides for catering arrangements and informs participants of arrangements.

Responds to inquiries and liaises with local officials, local boards, government agencies, outside organizations, internal staff and the general public and follow-up as needed.

Maintains the Fire Chief's calendar, filing or other systems as required.

Provides administrative support to members of the City's Emergency Control Group.

Ensures timely processing of cheque requisitions, expense claims and review of same for accuracy of descriptions, account numbers and availability of funds.

Monitors transaction listings and investigates discrepancies.

Monitors requisitions and distribution of office supplies.

Maintains records for the Fire Chief on attendance and vacation.

Co-ordinates and arranges all travel, conference and course arrangements, and follows-up as appropriate.

Develops and maintains confidential and information filing systems and electronic document logs.

Assists in the acquisition of administrative services such as office supplies, office equipment and telephone services.

Acts as the Fire Chief's contact person ensuring information is disseminated to staff as needed and ensures timely responses to urgent requests for information from members of Council.

Assists with interviewing, testing and hiring of the receptionist and students on placement.

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. Previous experience related to duties listed above normally acquired through the completion of an Office Administration Program diploma or an equivalent combination of education and progressively responsible experience.
2. Progressively responsible experience at a senior administrative assistant level.
3. Previous experience in handling confidential or sensitive information.
4. Strong knowledge of general office procedures involving procurement, travel arrangements, budget management and reports.
5. Must have a superior level of accuracy and speed in preparation of written communication.
6. Must be proficient in Business English. Demonstrated ability to communicate effectively, both verbally and in writing.
7. Demonstrated ability to initiate, format and prepare clear written reports, maintain up to date and relevant records and information systems.
8. Demonstrated professional, responsible and positive work attitude.
9. Experience in a computerized environment. Advanced working knowledge of Word, Excel, Microsoft Outlook, PowerPoint, and PeopleSoft.
10. Experience in a related environment would be an asset.
11. Must relate readily to the public and outside agencies, have a pleasant manner, have initiative and the ability to carry out instructions without detailed direction.
12. Must possess, initiative, good judgement and the ability to take on a leadership role and to mentor junior staff.
13. Knowledge of general accounting principles, including ability to monitor accounts, maintain routine financial records, calculate, prepare and process invoices and accounts payable would be an asset.

14. Demonstrated ability to co-ordinate, assign and review work of junior staff and resolve work-related problems.
15. Must be able to work independently on complex projects and co-ordinate activities with other parts of the organization to promote smooth and efficient communications and flow of information.
16. 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.
17. Must possess strong interpersonal skills, with demonstrated ability to work, independently and as part of a multi-disciplinary team.
18. Demonstrated ability to balance and effectively self manage workload in a dynamic work environment within prescribed timelines and adjust based on priorities.

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

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