

CITY OF HAMILTON

COMMUNITY SERVICES DEPARTMENT **(RECREATION DIVISION – CITY WIDE SERVICES – LOCATION – 77 JAMES ST. N., SUITE 400)**

SUBSIDY CLERK – RECREATION – CUPE 5167

The Community Services 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 Manager, Program Development, Recreation. Performs clerical duties associated with the Recreation Fee Assistance Program while providing administrative support to the Subsidy Administrator and program development staff as required.

GENERAL DUTIES

Receive and answer routine inquiries from clients, staff and public by phone, email and in person; redirecting calls to other staff or taking messages as appropriate.

Type and word process correspondence, reports and form from copy.

Sort and distribute incoming mail and applications; process outgoing mail.

Receive and log program applications; process applications in CLASS, within specified limits; forward to Administrator when outside those limits.

Ensure confidentiality when processing client applications.

Contact program clients with routine enquiries about paperwork, account status and inform them when they are approved for the program.

Compose routine forms and correspondence and input data into excel data base.

Maintain program and department filing systems.

Schedule meeting rooms for staff as required.

Assist with the upkeep and maintenance of files, both hard copy and electronic, creating new files, organizing contents of existing files and and purging of same.

Operate equipment such as photocopier and fax machine.

Work 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.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous business office experience related to duties listed above normally acquired through a combination of education and relevant administrative work experience.
2. Demonstrated knowledge of business English.
3. Demonstrated experience in a computerized environment. Must have excellent computer skills with intermediate knowledge of Microsoft Office XP (Word, Excel, Outlook) . Speed and accuracy of work is essential for this position.
4. Working knowledge of database software. Working knowledge of CLASS Registration and financial reporting systems
5. Demonstrated ability to deal with customer requests for service and assistance; respond promptly to customer needs.
6. Demonstrated ability to perform routine tasks.
7. Must possess excellent interpersonal skills with demonstrated ability to relate to staff and the general public with tact and professionalism.
8. Good written and oral communication skills.
9. Demonstrated organizational skills with demonstrated ability to work within defined timeframes.
10. Must be respectful of confidential information.