

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT

(PUBLIC HEALTH SERVICES - ALL DIVISIONS – LOCATION - ROBERT THOMSON BUILDING, 110 KING ST W,  
2<sup>nd</sup> FLOOR / 4<sup>th</sup> FLOOR DAVID BRALEY HEALTH SCIENCES BUILDING, 100 MAIN ST W)

### RECEPTIONIST – PUBLIC HEALTH SERVICES - CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Supervisor, Data Management - PHS, the Receptionist receives clients and visitors and directs them to the appropriate area to receive services. The Receptionist also performs a variety of administrative support duties such as: processing incoming and outgoing mail and faxes, reviewing and re-directing email sent to divisional mailboxes, submitting orders for routine office supplies, processing intake of walk-in case work, housing items for pick-up, and updating and creating documents and labels.

#### GENERAL DUTIES

Receives client and visitors and determines service need. If need cannot be met by providing information from available resources, contacts appropriate program staff to meet with client.

Maintains reception resource and information materials.

Completes intake of walk-in case work (e.g. tick submissions and bed bug infestation complaints) and assigns cases to appropriate program staff.

Houses items from program areas for pick-up.

Accepts deliveries to the building/floor and contacts appropriate staff for pick-up.

Sorts incoming Canada Post, inter-office, courier mail and faxes and forwards to appropriate staff.

Reviews incoming email to PHS mailboxes and forwards to appropriate program staff.

Prepares outgoing Canada Post, inter-office and courier mail for pick-up.

Updates and creates documents and labels.

Maintains building access card dataset.

Maintains laptop with projector tracking logs and their storage.

Handles requests for facility services and equipment repair.

Orders and delivers office supplies to Programs, processes payment of supplies, maintains inventory of supplies.

Performs other duties as assigned which are directly related to the responsibilities of this position.

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.

**QUALIFICATIONS**

1. Previous receptionist/clerical experience or an equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.
2. Highly developed customer service and interpersonal skills. Proven ability to deal with people in a difficult situation while maintaining confidentiality, tact, and patience.
3. Ability to get along with co-workers, collaborate to get the job done.
4. Good communication skills, both verbal and written. Must be able to be assertive but polite in the face of conflicting demands and be able to adapt to different work and communication styles.
5. Business office experience related to duties listed above normally acquired through a combination of secretarial and administrative courses and relevant work experience. College courses preferred.
6. Experience in a computerized environment. Must possess excellent computer skills with basic knowledge of Microsoft Office Suite (Microsoft Outlook, Word, Excel, and PowerPoint) and be able to quickly become proficient in other current or newly introduced software used in PHS. Working knowledge of Inflow Inventory software would be considered an asset.
7. Must be proficient in Business English.
8. Must possess good organizational skills, able to prioritize work and manage competing demands
9. Must possess initiative, good judgment 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.**

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