

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT

(BUILDING DIVISION– CUSTOMER ENGAGEMENT SECTION - LOCATION - 71 MAIN STREET WEST, 3RD FLOOR)

DOCUMENTS MANAGEMENT CLERK - CUPE 5167

SUMMARY OF DUTIES

Reports to the Supervisor, Customer Engagement. Performs indexing, filing and clerical duties associated with the operation of the Building Department. Maintain and build relationships with other staff by providing optimum customer service with a passion for helping people and a positive attitude. Demonstrates ability to be efficient and work in a fastpaced environment with accuracy.

SPECIFIC DUTIES

Maintain office filing systems such as microfiche, microfilm, zoning applications, development agreement files and property files.

Sorts, checks and index documents for microfilm processing.

Verify addresses, sections and reconcile discrepancies.

Type and word process labels and property file indexes.

Receive and answer inquiries from our staff and other departments.

Responsible for confidential information retrieval, and ensuring proper policy and procedures followed with confidential documents.

Ensures only proper personnel access to confidential files.

Operate equipment such as microfilm jacket reader, printer, scanner and power file.

Prepare files for microfilm processing.

Creates spreadsheets as required to accurately catalogue, sort, label and prepare for microfilming.

Investigates issues with unclear or incorrect addresses to ensure accuracy in document filing.

Perform preventative maintenance on office equipment.

Maintain adequate inventory.

Additional clerical duties including typing and word processing labels and property file indexes; receive and answer routine inquiries; and mail and file distribution.

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. Demonstrated knowledge of filing skills at an intermediate level with a high degree of accuracy, acquired through relevant experience related to duties listed above or combination of education and relevant work experience.
2. Proficient in a computerized environment with Basic level of Microsoft Office software (Microsoft Outlook, Word, Excel).
3. Experience in using Amanda and GIS software an asset.
4. Must be proficient in Business English, modern office practices and procedures.
5. Ability to work effectively as part of a team and flexibility to adapt to a constantly changing environment.
6. Demonstrated ability to organize, prioritize, and handle large volume workloads.
7. Demonstrated ability to be efficient and work in a fast-paced environment with accuracy.
8. Must possess sufficient strength to be able to lift bundles, plans, blueprints, boxes etc. as well as stoop, crouch.