

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(ECONOMIC DEVELOPMENT DIVISION – SMALL BUSINESS ENTERPRISE CENTRE – LOCATION – 2 KING ST. W., UNIT 34, JACKSON SQUARE)

RECEPTIONIST, SMALL BUSINESS ENTERPRISE CENTRE - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Co-ordinator, Small Business Enterprise Centre, assist in the administration (scheduling appointments, organizing meetings, file management) support of the Starter Company Plus Program delivery. Perform clerical support duties within the office.

GENERAL DUTIES

Answer telephone by providing information and taking and relaying messages to staff.

Maintain a record of appointments.

Intermediate capabilities and familiarity with Word, Excel, Outlook, PowerPoint programs.

Assist in co-ordinating and maintaining records of the daily intake applications.

Input client information into Salesforce (contact management system)

Receive and file client information.

Distribute messages, receive and answer routine enquiries from clients and public.

Assist in the scheduling of meetings, communication to clients, trainers, mentors and program staff.

Complete telephone and online surveys with program participants and maintain data to support Ministry reporting requirements.

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

QUALIFICATIONS

1. Previous office experience related to duties listed above normally acquired through a combination of education and related work experience.
2. Demonstrated ability to answer and redirect calls as necessary in an efficient and courteous manner.
3. Experience in a computerized environment. Intermediate knowledge of Microsoft Office XP (Microsoft Outlook, Word and Excel).
4. Demonstrated ability to word process correspondence and documents.
5. Must be able to communicate well with the general public in a courteous, tactful manner.
6. Ability to multi-task and work within a multi-faceted work environment with continuous disruptions.

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