

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT

(PLANNING DIVISION – BUSINESS FACILITATION - LOCATION – 71 Main Street West, 5th Floor, Hamilton, ON L8P 4Y5

RECEPTIONIST/CLERK – CUPE 5167

SUMMARY OF DUTIES

Performs reception and clerical duties associated with the operation of the Development Planning, Heritage and Design Section and the Planning Division. Receives and redirects telephone calls, e-mails and visitors to appropriate Departments, Divisions and Sections in an efficient manner. Handles all incoming and outgoing mail for the Division and provides back-up administrative support as required.

GENERAL DUTIES

Types and word processes correspondence, reports and forms from copy.

Composes routine correspondence.

Schedules meeting rooms for staff as required, as well as for public meetings at various venues.

Co-ordinates all necessary documents, room bookings, equipment and refreshments that are needed for meetings, including Public Meetings and Open Houses.

Provides reception services as follows:

- Answers all incoming telephone calls and forwards to proper recipient(s) on a timely basis,
- Answers general inquiries e-mails and forwards to proper recipient(s) on a timely basis,
- Receives and announces visitors.

Sorts and distributes incoming mail; processes outgoing mail.

Assists with the upkeep and maintenance of files, both hard copy and electronic, creates new files, organizes-contents of existing files and purging of same, including Reception area brochures and reports.

Responsible for organization of basement storage room and basement storage filing system.

Point of contact for all facility related items on the floor.

Assists with large mail outs and registration to community members, public officials, and other departments within the City of Hamilton.

Opens and closes premises. Prepares and tidies reception and waiting area daily.

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Prepares courier packages to be picked up and delivered for the floor.

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

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 experience as a receptionist or clerk normally acquired through a combination of education and related work experience.
2. Experience in a computerized environment. Good working knowledge of Microsoft Office (Outlook, Word, PowerPoint and Excel).
3. Demonstrated ability to word process correspondence and reports.
4. Demonstrated ability to work effectively with others and to display and foster teamwork within the work unit.
5. Effective interpersonal and communication skills with demonstrated ability to relate to peers and the public in a tactful and courteous manner.

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