

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT

(BUILDING DIVISION – CUSTOMER ENGAGEMENT SECTION - LOCATION – 71 MAIN ST. W. – 3rd FLOOR)

BUILDING DIVISION ASSISTANT - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Customer Engagement, assists staff with day-to-day work including stenographic, clerical duties, data entry and word processing reports as they relate to the operations of the Building Division.

GENERAL DUTIES

Performs a variety of confidential and non-confidential secretarial duties including word processing, scheduling staff meetings, relaying messages and processing mail.

Deals with the public by telephone and in person in a diverse range of issues by determining their needs and referring to appropriate source for resolution.

Receives and answers enquiries and complaints from staff, the public and other departments. Receives customers at counter.

Receives urgent information regarding unsafe structures and dispatch appropriate personnel to scene.

Interacts appropriately with other divisions in the Planning and Economic Development Department, other Departments, agencies and organizations in providing and exchanging information.

Types and word processes correspondence, reports, forms and legal documents of a general and confidential nature from copy and dictated notes. Compiles statistical data and develops macros. Prepares meeting agendas, records and prepares meeting minutes.

Creates legal documents such as Building Code Orders, Property Standards Orders, Will-say Statements and Summons' to initiate court action.

Inputs and retrieves data and generates reports from a computer-based information system and microfiche files.

Coordinates and arranges for travel and accommodations for conferences and training seminars and follows up as appropriate.

Processes outgoing mail, including preparing and documenting registered mail.

Reports daily absences to department representative and maintains vacation records.

Co-ordinates schedules, arranges appointments and reserves meeting rooms.

Requisitions and maintains inventory of office supplies and safety equipment.

Maintains and updates security releases/reduction of securities of Development Agreements and Subdivisions.

Maintains and updates office filing system including correspondence and property files.

Carries out property research and assists in property owner information on Amanda and Vaitech software programs.

Inputs and retrieves data and generates reports from a computer-based information system and microfiche files.

Trains staff.

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.

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

QUALIFICATIONS

1. Business office experience related to the duties above normally acquired through a combination of secretarial and administrative courses and relevant work experience.
2. Must possess excellent interpersonal skills and the ability to relate to elected officials, peers, superiors and the general public with tact and professionalism.
3. Must possess initiative, good judgment and the ability to provide guidance and take a leadership role when necessary.
4. Demonstrated experience in a computerized environment. Must have excellent computer skills with intermediate knowledge of Microsoft Word, Excel & Outlook.
5. Demonstrated work experience inputting and manipulating data with speed and accuracy at an intermediate level.
6. Must possess excellent grammar and spelling skills.
7. Demonstrated ability to research information from data and legal documents.