

CITY OF HAMILTON

LAST REVISION – JANUARY 2021

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(LICENSING & BY-LAW SERVICES DIVISION - LOCATION – 77 JAMES ST. N., SUITE 250)

ADMINISTRATIVE ASSISTANT II – LICENSING & BY-LAW SERVICES (LBS)

SUMMARY OF DUTIES

Reporting to the Director, Licensing & By-Law Services provides confidential administrative support on a range of administrative issues affecting the operations of the Division. Co-ordinates administrative activities within the Division and follows-up on outstanding issues as appropriate. Works with a minimum of supervision on multiple activities and ensures deadlines are adhered to and established procedures followed.

Provides guidance to support staff within the Division and participates in the recruitment process for junior staff as and when required.

GENERAL DUTIES

Provides confidential administrative support to the Director.

Assumes responsibility for all routine administrative details within the Office of the Director.

Assists in business and administrative matters such as responding to inquiries and processing confidential matters.

Prepares, composes and proof reads correspondence and reports on a variety of matters, both confidential and routine. Drafts replies on non-routine matters for the consideration of the Director.

Prepares agendas and takes minutes for the Divisional Management Teams and other meeting/events as assigned by the Director.

Schedules appointments, arranges meetings, books facilities, organizes the delivery of presentation equipment, prepares necessary documentation, provides for catering arrangements and informs participants of arrangements.

Responds to inquiries and liaises with local officials, local boards, government agencies, outside organizations, internal staff and the general public and follows-up as needed.

Ensures timely processing of cheque requisitions, expenses claims and reviews of same for accuracy of descriptions, account numbers, availability of funds and ensures appropriate terms of purchase and leases are exercised.

Monitors transaction listings, investigates discrepancies and processes journal vouchers.

Monitors requisitions and distribution of supplies and payment of accounts.

Maintains records for the Director's office on attendance and vacation for Divisional staff.

Co-ordinates and arranges all travel, conference and course arrangements, and follows-up as appropriate.

Develops and maintains confidential and information filing systems.

Participates in the selection of office equipment; i.e. photocopy machine, fax machine.

Acts as contact person for Director's office ensuring information is disseminated to staff as needed, and ensure timely responses to urgent requests for information from Members of Council.

Participates in interviewing, testing and hiring junior staff and students on placements.

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 responsibilities of the position.

QUALIFICATIONS

1. Graduate from an Office Administration Program or approved equivalent education and experience.
2. Must have significant experience at a senior secretarial level, with excellent time management skills.
3. Must have a high level of accuracy and speed in preparation of written communication.
4. Demonstrated experience in preparation of reports and an excellent understanding of the Committee/Council process.
5. Must be proficient in Business English, modern office practices and procedures.
6. Experience in a computerized environment. Intermediate knowledge of Word, Excel, Microsoft Outlook, PowerPoint, and PeopleSoft.
7. Must be able to maintain confidentiality of ongoing investigations and personnel matters.
8. Must relate readily to the public and outside agencies, have a pleasant manner, have initiative and the ability to carry out instructions without detailed direction.
9. Must possess initiative, good judgment and the ability to mentor junior staff.
10. Working knowledge of general accounting principles, including ability to monitor accounts, maintain routine financial records, calculate, prepare and process invoices and accounts payable, would be an asset.
11. Demonstrated ability to co-ordinate, assign and review work of junior staff and resolve work-related problems.
12. Must be able to work independently on complex projects and co-ordinate activities with other parts of the organization to promote smooth and efficient communications and information flow.