

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **(LICENSING & BY-LAW SERVICES DIVISION)**

ANIMAL SERVICES ADMINISTRATOR – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager of Animal Services. Provides administrative and financial support. Responsibilities include preparation of correspondence and minutes, liaison with the public and City staff, scheduling meetings, maintaining section files and databases. Conduct daily cash reconciliation and auditing for revenues generated. Monitor and maintain communications products such as the City of Hamilton website, brochures, flyers, special events information, Lead member for various committees to ensure compliance with cash handling procedures and overall administrative operations.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO):

As the Legend Administrator, balances daily receipts and reconciles to Legend database for the Animal Services section. Prepare documentation for bank deposit including cash and cheques. Prints Legend report, reconciles big bag and small bag management along with banking wizard. Updates and makes changes to the shelter fees in legend and assures HST is being charged to the correct accounts. Monitors accounts for errors; notifies appropriate financial staff regarding correcting accounts.

Processing and balancing of daily Revenues.

Balances daily, including adjusting amounts, applying payments, and making notes. Requesting credit card reversals through third party as required.

Reconciles revenue reconciliation from clerks and Officers with in the section

Monitors and replenish cash in pay on a regular basis. Count and validate cash and float receipts.

Sends correspondence to customers regarding NSF payments; adjusting infraction and permit information as required.

Processes monthly reconciliation and direct payment, post-dated cheques,
Invoices customers for unpaid fees,

Audits daily the transactions by clerks/Officers in the section and resolving discrepancies.

Reconciles daily credit card transactions from various sources.

Reviews daily problem payments and determines course of action. Monitors invoice, investigates discrepancies with Finance and Administration staff.

Enters and submits payroll timesheets for both full time and part time staff. Including overtime sheets and adjustment forms

Reconciles Petty Cash quarterly and submits for reimbursement when needed

Processes donations from the public into the Hansen database, sends for tax receipt and ensures customer receives thank you letter and donation card.

Provides information and advice to customers using various methods of communications (i.e. telephone, email, fax and in person) regarding division regulations, programs, services or regulatory functions with respect to Animal Services

Receives and records inquiries from the general public, all levels of management, elected officials, other departments, outside agencies, other levels of government and contractors into Hansen Database.

Provides courteous, accurate and timely responses to requests for information regarding Animal Services.

Word processes correspondence and legal agreements. Creates forms and spreadsheets.

Prepares, composes and proofreads correspondence and reports on a variety of confidential and routine matters. Prepares a response to non-routine matters for the review and consideration of the Managers and Supervisors.

Schedules appointments and arranges meetings including the preparation and distribution of agendas and other materials, books meeting rooms, arranges set-up of audio-visual equipment, food/beverage as required and informs participants of same.

Records, transcribes and maintains minutes of meetings as required.

Maintain the division's electronic and hard copy Records Retention system in accordance with the City's Record Retention By-law requirements.

Sort and prepare hard copy records for appropriate destruction in accordance with the City's Records Retention By-law requirements.

Liaises with Customer Services Representatives and Municipal Service Centre staff to provide support expertise and advice in sectional transactions.

Work in accordance with the provisions of the applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Provide coverage for the Operational Clerks when required.

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

QUALIFICATIONS

1. Previous administrative experience in a customer service capacity, preferably with Animal Services operational knowledge or similar operations experience.
2. Demonstrated knowledge of basic accounting and related financial reporting requirements typically acquired by the completion of College level courses and/or the equivalent education and related work experience.
3. Working experience using fundamental business math skills and working knowledge of balancing cash transactions

4. Experience in a computerized environment with progressive working experience with Word and Excel. Preference will be given to candidates with experience with the Legend POS system.
5. Ability to deal with difficult or irate callers and those that provide inaccurate or incomplete information and to take and maintain a firm/correct stand when controversies arise.
6. Demonstrated experience and skill to input and manipulate data accurately at an acceptable speed (Intermediate). Able to create reports by bringing information together from various sources. Knowledge of Hansen software would be considered an asset.
7. Excellent people skills with an emphasis on customer service. Ability to display demonstrated tact and professionalism in dealing with elected officials, customers, supervisors and peers.
8. Experience explaining and applying regulations, governing by-laws or policies to carry out assignments and apply them to specific situations.
9. Effective verbal and written communication skills are essential.
10. Ability to work effectively with others and to display and foster teamwork within the work unit.
11. Knowledge of office equipment, ACD telephone system, two way radio, and ability to record numerical or other information accurately.

Notes:

As a condition of employment, the successful applicant(s) will be required to obtain a Criminal Reference Check, at their expense, prior to beginning work in this position.

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