

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT LRT OFFICE- LOCATION –

ADMINISTRATIVE ASSISTANT II - LRT

SUMMARY OF DUTIES

Reports to the Director. Provides confidential support on a broad range of administrative issues affecting the operations of the Division, Department and Corporation. Co-ordinates administrative activities and operational enquiries within and for the Division and follows-up on outstanding issues to ensure timely and satisfactory customer service and organizational compliance. Works independently on multiple activities and ensures deadlines are met and established procedures followed.

Assists in the acquisition of administrative services such as office space, supplies, office equipment and telephone services.

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

PROJECT OVERVIEW

Hamilton LRT is focused on improving access to transit and supporting the continued growth and revitalization of the city. It is the first piece of a broader rapid transit strategy for Hamilton, referred to as the BLAST Network, as well as a priority project in Metrolinx's Regional Transportation Plan.

In May 2021, a joint funding announcement was made by the provincial and federal governments committing \$3.4B to the capital cost of the project, making the Hamilton LRT one of the largest infrastructure investments in the City's history.

The LRT will connect McMaster University in the west end of Hamilton to Eastgate in the east, with new light rail vehicles running along tracks separated from regular traffic, offering frequent, safe and reliable service. It will also integrate with Hamilton Street Railway (HSR) bus service, and connect with local bike share, and GO bus and rail service.

GENERAL DUTIES

Provides confidential administrative support to the Director.

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

Assists the Director in business and administrative matters such as responding to inquiries, ensuring divisional responsiveness and processing confidential matters.

Receives and screens all inbound telephone calls, e-mails and visitors to the office; addresses, refers and or redirects calls, e-mails or visitors as applicable.

Receives incoming mail; reviews, evaluates, addresses and where applicable distributes correspondence requiring priority attention of staff.

Prepares, composes and proofreads correspondence and reports on a variety of subjects, both confidential and routine matters. Replies on routine matter on behalf of the Director, Drafts replies on non-routine matters for the consideration of the Director.

Takes minutes of meetings as required.

Logs and processes Standing Committee reports. Liaises with the Offices of the City Manager, General Managers, Senior/Executive Directors and the Clerk to ensure report processing within defined guidelines.

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 and their support staff, local boards, government agencies, outside organizations, internal staff and the general public and follow-up as needed in a timely and comprehensive fashion. Trends inquiries for continuous improvements to the Division.

Ensures timely processing of cheque requisitions, expense claims and review 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 on attendance and vacation.

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

Develops and maintains confidential and information filing systems.

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

Acts as the Director's contact person ensuring distribution of information to staff.

Assists with interviewing, testing and hiring of the Administrative Secretaries and students on placement who will be backfilling for Administrative Secretaries.

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. Office Administration Program diploma or an acceptable combination of education and progressively responsible experience.
2. Must have extensive experience at a senior administrative assistant level.
3. Must be able to work independently on complex projects and co-ordinate activities within the Division and other parts of the organization to promote smooth and efficient communications and flow of information in a timely responsive manner.
4. Must possess strong interpersonal skills, with demonstrated ability to work, independently and as part of a multi-disciplinary team.
5. Demonstrated ability to work and adapt to a fast paced changing environment, and effectively respond to the dynamics and complex work issues of the division.
6. Demonstrated ability to balance and effectively self-manage workload in a dynamic work environment within prescribed timelines and adjust based on priorities.

7. Must relate readily to elected officials and their support staff, the public and outside agencies, have a pleasant manner, have initiative and the ability to carry out instructions without detailed direction.
8. Previous experience in handling confidential or sensitive information.
9. Strong knowledge of general office procedures involving procurement, travel arrangements, budget management and reports.
10. Must have a superior level of accuracy and speed in preparation of written communication.
11. Demonstrated ability to format and write reports, maintain up to date and relevant records and information systems.
12. Must be proficient in Business English.
13. Professional, responsible and positive work attitude is essential.
14. Experience in a computerized environment. Superior working knowledge of Word, Excel, Microsoft Outlook, PowerPoint, and PeopleSoft.
15. Experience in a related municipal environment would be an asset.
16. Must possess, initiative, good judgement and the ability to take on a leadership role and to mentor junior staff.
17. 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.
18. Demonstrated ability to co-ordinate, assign and review work of junior staff and resolve work-related problems.

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