

# CITY OF HAMILTON

**LAST REVISION – February 23, 2021**

**PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT**

**(LICENSING & BY-LAW SERVICES DIVISION – LICENSING ADMINISTRATION - LOCATION – 77 JAMES ST. N., SUITE 250)**

**ADMINISTRATIVE SECRETARY – MUNICIPAL LAW ENFORCEMENT & LICENSING – CUPE 5167**

## **SUMMARY OF DUTIES**

Reporting to the Manager, Enforcement or Manager, Licensing Administration, provides secretarial and administrative duties for the Manager, including confidential matters. Responsibilities include preparation of correspondence and minutes, liaison with the public and City staff, scheduling meetings, maintaining section files and databases, and other administrative duties.

## **GENERAL DUTIES**

Prepares, composes and proofreads correspondence and reports on a variety of confidential and routine matters. Drafts replies of non-routine matters for the consideration of the Managers.

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.

Takes dictation/minutes of meetings and performs transcription as required.

Responds to inquiries and liaises with other departments, government agencies, outside agencies, community, Council members and the public.

Ensures reports and correspondence are in accordance with corporate standards for formatting and overall appearance, including reports for Council.

Peruses Council Agendas for information relevant to the Municipal Law Enforcement and Licensing Sections of the Licensing & By-Law Services Division and files the same.

Monitors and maintains tracking systems/statistics and produces reports. Inputs and retrieves data and generate reports from computer based systems (AMANDA/Hansen).

Reviews and responds to Manager's email, where applicable

Opens, sorts, logs and distributes incoming mail. Processes outgoing mail.

Coordinates and arranges all travel, conferences and course arrangements and follow up as appropriate.

Monitors invoice, investigates discrepancies with Finance and Administration staff.

Acts as a contact for Managers and ensures information is disseminated to appropriate staff.

Maintains an office and electronic filing system, manager's working files, including confidential files.

Provides support and back up to the Director's Administrative Assistant, other administrative staff, including Councillor calls and emails as required

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. Previous business office/administrative experience related to the duties listed above, normally acquired through a combination of education and recent relevant business office/administrative experience.
2. Previous experience working in a by-law enforcement environment considered an asset.
3. Demonstrated experience in a computerized environment. Intermediate knowledge of Microsoft Office (Word, Outlook, PowerPoint and Excel). Ability to input data at an intermediate level with a high degree of accuracy. Experience with Hansen and AMANDA would be considered an asset.
4. Demonstrated ability to communicate effectively, both verbally and in writing. Must demonstrate proficiency in Business English (including excellent grammar and spelling skills).
5. Must possess excellent interpersonal skills and the ability to carry out instructions without detailed direction.
6. Must possess initiative, good judgment and the ability to provide guidance and take a leadership role when necessary
7. Demonstrated strong customer service skills and the ability to interact professionally with elected officials, staff, customers, clients and the general public with tact and professionalism.
8. Demonstrated excellent administrative and organization skills.
9. Demonstrated self-motivator, self-directed worker that requires minimal supervision with the ability to multi-task and work under pressure to meet tight deadlines. Possessing initiative, good judgement and the ability to provide guidance and take a leadership role when necessary.

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

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