

## CITY OF HAMILTON

**PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT**  
**(BUILDING SERVICES DIVISION - LOCATION – 71 Main Street West, 3<sup>rd</sup> Floor)**

**PLANS EXAMINATION SUPPORT ASSISTANT- CUPE 5167**

**SUMMARY OF DUTIES**

Reporting to the Manager of Customer Service, 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 Customer Service Section.

**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 the counter.

Creates and maintains Subdivision and Consent Files.

Maintains and updates security releases for Demolition Agreement and release of conditions for Demolition Control.

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.

Provides litigation and other support to the Policy and Training Co-ordinator.

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

Reports daily absences to department representative and maintains vacation records.

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

Assists Plans Examination staff in inputting permit applications.

Requisitions and maintains inventory of office supplies and safety equipment.

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

Maintains and updates the Amanda property records.

Maintain records for internal FOI requests.

Attends Health and Safety Committee Meetings.

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. Keyboarding at 50 words per minute with accuracy.
5. Must possess excellent computer skills with above average working knowledge of Microsoft Office Software (Word, Excel and Outlook).
6. Must possess excellent grammar and spelling skills.
7. Demonstrated ability to research information from data and legal documents.

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

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