

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

### (OPERATIONS & WASTE MANAGEMENT DIVISION – BUSINESS & SUPPORT SERVICES SECTION - LOCATION – VARIOUS LOCATIONS)

### OPERATIONS SERVICES REPRESENTATIVE - CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Supervisor of Customer Service and Community Outreach and operationally supporting an onsite Superintendent or Supervisor, performs duties associated with the programs and services provided by the Operations and Waste Management division, such as: time entry, maintenance management system entry, invoice processing, receiving enquiries/complaints and administrative and clerical support to the workplace to facilitate the efficient operations of the division.

#### GENERAL DUTIES

Input and retrieve work orders on Hansen, including payroll data, equipment information, stock materials and contracted services. Generate reports to ensure quality and accuracy of information input.

Respond to customer enquiries by receiving, evaluating and prioritizing nature of enquiry and entering into computerized Hansen System.

Provide suitable resolutions to issues in accordance with governing bylaws and departmental policies.

Resolve ongoing issues when dealing with customers, visitors at front counter, staff and supervisors.

Monitor and follow-up on customer inquiries including, but not limited to: snow removal, sidewalk and road repairs, parks maintenance, forestry operations, horticultural programs, etc. on behalf of Supervisor or Superintendent.

Receive and dispatch calls to the field and forward emergency and priority service requests to and from Supervisor and Superintendents.

Maintain accurate records including all files as required

Word process forms, charts, lists, reports, letters, agendas and minutes as directed.

Communicate protocols to contractors and the public in person or by telephone.

Record and report staff absences, overtime and vacations.

Order and maintain office supply inventory for location and ensure charges are applied appropriately.

Receive daily weather reports and dispatch to the field supervisors in a timely fashion. Keep Supervisors and Superintendent apprised of storm warnings and storm alerts.

Liaise with all levels of management, Supervisor, Elected Officials, other departments, outside agencies and contractors by telephone, in person, email and fax on behalf of Superintendent as requested.

Prepare outgoing mail, including registered mail and make arrangements with courier for pick up and delivery.

Distribute weekly job postings for delivery to outside workers and office staff in a timely fashion.

Generate reports and statistics such as customer service inquiry counts, claim history, activity based costing summaries, etc. as required.

Maintain and update manuals and lists such as Hansen and telephone lists.

Receive and prepare information, notices and letters for outside workers as required.

Work 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.

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

**QUALIFICATIONS**

1. Demonstrated experience in a customer service capacity. Ability to perform with confidence in a customer service capacity and possess good conflict resolution skills.
2. Previous experience dealing with public and associated departments and staff. Must possess good verbal and written communications skills.
3. Demonstrated experience with data entry which may include customer enquiries, payroll data, accounts payable or receivable.
4. Excellent interpersonal skills, demonstrated tact and professionalism in dealing with the public.
5. Excellent knowledge of computer applications in a Windows environment, working knowledge of Windows XP, Microsoft Word, Excel, Outlook, Hansen, PeopleSoft and MMS. Ability to input data accurately at an acceptable speed.
6. Must possess initiative and good judgement and be able to work independently.
7. Must be able to work fluctuating hours between 7:00 a.m. and 4:30 p.m. and shift work may be required owing to maintenance operations, e.g. winter operations.
8. Preference will be given to applicants with progressive experience in a municipal office environment.