

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(TRANSIT DIVISION – TRANSIT PLANNING & CUSTOMER SERVICES - LOCATION – MOUNTAIN TRANSIT CENTRE, 2200 UPPER JAMES ST.)

INFORMATION CLERK - ATU 107

SUMMARY OF DUTIES

Under the direct supervision of the Customer Services Coordinator, provides service information over the telephone and in person.

GENERAL DUTIES

Provide information to the general public, in person and over the telephone, regarding route information, schedules, destination planning, etc.

Maintain an awareness of service changes, fare information, etc.

Operate the main switchboard when necessary to cover for vacation, illness, breaks, etc.

Compile and mail service information to the public.

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

QUALIFICATIONS

1. Demonstrated experience in dealing with the public.
2. A thorough knowledge of the HSR fare system.
3. A pleasant and helpful telephone manner.
4. Must possess excellent oral communication skills.
5. A willingness and flexibility to work varied shifts and extra hours when necessary. Respond (often on short notice) to call-in request to fill in for personnel absent because of vacation, sickness etc.