

# CITY OF HAMILTON

## PUBLIC WORKS DEPARTMENT (HAMILTON WATER DIVISION – CUSTOMER SERVICE AND COMMUNITY OUTREACH)

### ADMINISTRATIVE SECRETARY – CUSTOMER SERVICE AND COMMUNITY OUTREACH - CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Manager of Customer Service and Community Outreach. Coordinates administrative & financial functions and provides secretarial support to the section. Provides confidential administrative support on a range of administrative issues affecting the operations of the section. Coordinates administrative activities within the section and follows up on outstanding issues as appropriate. Works with minimal supervision on multiple activities and ensures all deadlines are adhered to.

#### GENERAL DUTIES

Prepare correspondence, agendas, minutes and reports of a general, confidential and technical nature.

Prepare and compose correspondence on routine matters and draft correspondence on confidential, technical and non-routine matters.

Review and edit correspondence and reports prepared by staff (for content, grammar, spelling, formatting compliance with Corporate standards and overall appearance).

Review and respond to Manager's e-mail, where applicable.

Manage the section Manager's calendar and all meeting requests.

Ensure that the section Manager has the necessary files, documentation and reports for all meetings.

Track sectional deadlines and ensure that they are met by working with the management team and other administrative staff.

Prepare and process cheque requisitions, purchase orders, and other financial and purchasing documents as well as providing support for others in the section for these processes.

Record and report staff absences, overtime and vacation. Maintain a vacation schedule and section personnel records. Co-ordinate the attendance management system.

Co-ordinate, schedule and arrange for meetings as requested or needed.

Input and retrieve data using various databases such as Hansen, GIMS, Kronos and PeopleSoft. Generate reports from these same systems.

Liaise with and respond to inquires from other Departments, Divisions, outside agencies/organizations and the public as required.

Create and maintain information libraries as required and ensure most recent information is always available.

Co-ordinate arrangements for staff training and attendance at workshops and conferences as requested.

Set up and maintain an office filing system, including confidential, personnel and training files, reference materials, reports, and general correspondence etc.

Maintain staff records such as confidential correspondence and disciplinary action.

Prepare press release information, fact sheets and communiqués.

Maintain employee training requirements and summaries, and meet with Supervisors regularly to ensure that the training requirements are current and records are up to date.

Take and transcribe minutes of various meetings.

Requisition and maintain an inventory of office supplies.

Track invoices and monitor outstanding balances.

Complete basic photocopier/fax responsibilities.

Support the general office functioning of the Customer Service and Community Outreach group.

Attends and represents the section at various committees as required.

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

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.

### **QUALIFICATIONS**

1. Demonstrated office experience related to duties listed above normally acquired through a combination of secretarial/administrative courses and related work experience
2. Must be proficient in Business English and demonstrate excellent grammar and spelling skills.
3. Must possess excellent computer skills with above average knowledge of Microsoft Office (Microsoft Outlook, Word, Excel and PowerPoint). Visio is an asset.
4. Must be able to work with various database systems such as Hansen, Kronos, PeopleSoft, Microsoft Access.
5. Ability to work independently and in a team environment as well as demonstrate excellent initiative, tact, judgement, responsibility and leadership in a fast-paced environment.
6. Must be able to demonstrate above average time management and organization skills as well as strong interpersonal, communication and team skills.
7. Excellent interpersonal skills, tact and professionalism with demonstrated ability to communicate effectively, both verbally and in written form, with elected officials, all levels of staff and the general public.