

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(TRANSIT DIVISION – LOCATION – MOUNTAIN TRANSIT CENTRE, 2200 UPPER JAMES ST.)

ADMINISTRATIVE ASSISTANT III-OPERATIONS – ATU 107

SUMMARY OF DUTIES

The position is responsible for coordinating multiple projects and provides administrative support to the Department of Transit Operations. The incumbent provides back up support for the Administrative Assistant for the Director of Transit as required.

GENERAL DUTIES

Coordinates multiple projects and performs a variety of administrative duties for the department of Transit Operations and direct support to the Manager of Operations.

Providing administrative support to the Manager of Operations.

Processing all incoming correspondence addressed to the Manager of Operations and other senior management in the Department.

Tracking, co-ordinating and monitoring departmental activities/issues, projects, and priorities.

Records and maintains records and statistics related to operator training, collisions, assaults and customer complaints.

Answering and screening telephone enquiries received from various internal/external sources.

On behalf of the Manager of Operations organizes meetings, prepares agendas, records minutes and prepares a wide variety of reports, letters, memoranda, statistical charts, spreadsheets, databases, records management and other materials.

Proof-reading correspondence to ensure accuracy of content, punctuation, grammar, etc. in accordance with established standards.

Preparing various reports, analyses and recommendations, as well as staff summary sheets related to Inspector recruitment, requisitions, purchase authorizations.

Inputting data and maintaining computerized databases i.e. calendars, mail.

Co-ordinating arrangements for meetings, and ensuring all relevant background material and equipment is available.

Maintaining the department's central records, files, manuals and reference books.

Providing guidance and direction to departmental staff regarding HSR policies, practices and procedures

Developing and co-ordinating office routines, processes and standards for the Department.

Accessing the HSR's Attendance Support Program (ASP) for generating reports of employee Level 2, Level 3 and Level 4 attendance meetings.

Inputting information for payroll purposes.

Co-ordinating office moves, arranging for the delivery of furniture, supplies, services.

Preparing payroll for Inspectors and maintaining attendance/vacation records.

Coordinates office work assignments for employees on Work Accommodation.

Carrying out and/or co-ordinating special projects and assignments as directed by the Manager – Operations.

Assist with the maintaining of the Superintendents' work schedule and the assigning of open work.

Records minutes for staff meetings.

Coordinates and assist with Bus Operator recruitment process, including, but not limited to; booking testing facilities, supervising applicants during testing, responding to telephone and email inquiries about recruitment, scheduling and participating in the interview process.

In coordination with Risk Management set up meetings between Independent Insurance Adjusters and Operators to discuss claims.

Project lead on Mystery Ryder Program. In collaboration with Mohawk college co-op coordinator, posted, screened resumes, interviewed and hired Mystery Riders for HSR, in order to evaluate operator performance and customer service qualities against established Transit standards and procedures.

Works in accordance with the ESA and Health & Safety legislation, current CBA, and City of Hamilton policies.

Responsible for treating passengers and/or employees with respect and dignity and ensuring the needs of passengers or employees with disabilities are accommodated and/or addressed in accordance with the Ontario Human Rights Code and Related Orders so that they can fully benefit from the HSR as a service provider and an employer.

Providing back up support for the Administrative Assistant, Director of Transit Operations as required.

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

QUALIFICATIONS

1. Previous business and administrative experience encompassing data entry duties normally acquired through a combination of education and related work experience.
2. Knowledge of business administration practices, research methods, and techniques.
3. Requires a sound knowledge of standard office practices and procedures; must be proficient in the use of a personal computer and related software applications and computer systems relevant to the work; including but not limited to: latest Microsoft Office software (with above average knowledge of Word, Excel and Power Point), Trapeze, PeopleSoft.
4. Sound judgement, excellent organizational, interpersonal, oral and written communication skills.
5. Ability to handle several responsibilities at once, under minimal supervision.
6. Experience working in a unionized environment is a definite asset.
7. Must have or rapidly acquire a comprehensive knowledge of the Ontario Human Rights Code and Related Orders including disability accommodation and accessibility requirements pertaining to passengers and employees.
8. Must possess good keyboarding skills and good organizational skills to meet established deadlines.
9. Must be able to communicate, both written and verbal, in a courteous and tactful manner.
10. Experience with Trapeze software, or the ability to become familiar with Trapeze software and its use.

11. Must be familiar with the City of Hamilton area and vicinity and have good knowledge of bus routes to be able to assist customers.

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