

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (ENERGY, FLEET AND FACILITIES DIVISION - LOCATION – CITY HALL)

RECEPTION AND SURVEILLANCE ASSISTANT

SUMMARY OF DUTIES

Reports to Facilities Supervisor (Corporate Buildings). Monitors Information/Reception Desk for the Mayor's/City Manager's Office, provides information and directions to staff and public.

GENERAL DUTIES

Assists in providing surveillance for Mayor's/city Manager's main reception area. Provides reception services by: greeting, announcing visitors to Mayor's/City Manager's Office, answering phones and redirecting calls to appropriate staff.

Provides access to various sites and facilities to staff through card access.

Security co-ordinator for emergency operation centre.

Ability to operate security software (i.e. card access; security cameras etc.)

Responds to complaints by referring to appropriate area.

Assists with the distribution and processing of incoming and outgoing mail as required.

Responds to First Aid issues.

Programs Access Cards in Keyscan system.

Acts as the go-between for the supervisor and contracted security guards.

Performs other related duties as assigned.

QUALIFICATIONS

1. Previous surveillance experience related to duties listed above normally acquired by a combination of education and relevant work experience.
2. Must be able to communicate effectively with the public, visitors and City staff.
3. Must have good public relation skills.
4. Demonstrated ability to communicate, both written and verbal.
5. Working knowledge of Microsoft Word, Excel, and Outlook.