

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

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

OPERATIONS CLERK – ATU 107

SUMMARY OF DUTIES

The position is responsible for performing a variety of administrative duties for the Manager – Operations, Workforce Planning staff and Operations – Superintendents. This position is also responsible for coordinating customer requests for bus charter service. The incumbent substitutes for the Program Manager – Employee/Customer Communications, as required.

GENERAL DUTIES

Performs a variety of clerical and administrative duties for the Manager – Operations, Workforce Planning staff and Operations – Superintendents. This involves:

Checking and responding to e-mails and voice messages in a timely manner.

Opening and reviewing all correspondence received for the Workforce Superintendent or designate.

Organizing and expediting the workflow through the Workforce Planning office, ensuring urgent matters are brought to the Workforce Superintendent's immediate attention.

Scheduling appointments, coordinating meetings and ensuring appropriate files and information are made available to the Workforce Superintendent and/or Operations – Superintendent(s) for meeting preparation.

Receiving and screening telephone calls and/or visitors, answering questions and providing information when possible.

Typing and formatting general and confidential correspondence, memoranda, letters, reports.

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

Assists with operator requests, taking appropriate action where necessary.

Under the direction of an Operations Superintendent may schedule employees using the Trapeze system and in accordance with applicable collective agreements.

Organizing and maintaining department binders and files of correspondence, records, etc. and following up on pending matters.

Providing assistance to department staff on matters relating to department/corporate protocol, standards and procedures.

Inputting information for payroll purposes for operators.

Preparing the necessary documentation for the procurement of supplies, materials and services for the section.

Reconciling packing slips, invoices and receipts to ensure correctness.

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Maintains listing of off-day volunteers and wind-down operators, including work availability.

Coordinating Inspectors' board sign ups (including Stat Holidays, Vacation).

Assists with managing the Inspectors' work schedule and the assigning of open work.

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

Substituting for Program Manager schedule and report hours for operators on modified duties, responding to queries from return to work services, issuing uniforms, issuing Keyscan and Presto cards to operators).

Coordinates activities associated with customer requests for bus charter service. This involves:

- answering telephone enquiries, preparing responses to written enquiries and responding to e-mails;
- assisting customers in planning bus routes to various City of Hamilton destinations; and calculating associated charter rates and cost;
- preparing and completing charter contracts; and forwarding to the customer;
- following up on payments that are due; accepting payments and forwarding same to the Finance Department for processing;
- liaising with customers and outside agencies (i.e. tour companies, travel groups, event groups, etc.), HSR Maintenance staff as required, to organize, coordinate and confirm charter activities;
- maintaining and tracking all costs and information associated with charters;
- reviewing all Operators' charter waybills for proper completion and accuracy of time as provided by each Operator; discussing discrepancies with the Workforce Superintendent, making adjustments as necessary;
- coordinating the issuing of refunds for cancelled charters;
- investigating customer complaints and taking appropriate action;
- maintaining a filing system for the Charter Office;

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

QUALIFICATIONS

1. Developed understanding of transit scheduling and technologies normally acquired by an equivalent combination of education and relevant work experience.
2. Proven demonstrated knowledge of the practices of transportation scheduling.
3. Previous demonstrated experience with mathematical proficiency.
4. Good working knowledge of the geographical layout and road network of Hamilton.
5. Effective verbal, listening and written communication skills are essential.
6. Experience in a computerized environment. Working knowledge of Microsoft Office (Word, Excel, and Outlook) and database software. Able to input, retrieve and manipulate data. Able to create reports by bringing information together from various sources. Knowledge of Trapeze PASS software would be considered an asset.
7. Must possess initiative and good judgment and be able to work independently with minimal direction.

Job Description #: 6792

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