

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT (TRANSPORTATION ( LRT) – LOCATION – HUNTER STREET

#### DOCUMENT CONTROL CLERK - LRT

#### SUMMARY OF DUTIES

Reporting to the Manager, LRT the Document Control Clerk develops, implements, and administers document management systems and compiles, distributes, tracks, and records the receipt and distribution of same for the LRT Office. They will forward documents to appropriate parties as required; ensure deadlines are met and returned documentation is complete, accurate, and properly executed. They will also assist with customer service and administrative and clerical support to LRT staff.

#### GENERAL DUTIES

Develops, implements, and administers document management systems for engineering records and compiles, distributes, tracks, and records the receipt and distribution of same (e.g., construction contract documents, payment certificates, letters of interest for consulting assignments, design and construction packages). Forwards documents to appropriate parties as required; ensures deadlines are met and returned documentation is complete, accurate, and properly executed and sealed.

Receives direction and assignments from LRT staff and coordinates document management and administrative work. Provides document management and database information to other division staff. Contacts staff of other departments or Councillors to answer questions, obtain information, process reports, and coordinate meetings.

Develops and designs spreadsheets and maintains various databases to support the programs and services offered by the Engineering section, and generates reports for use by staff and external organizations.

Responds to inquiries/complaints, resolves problems, and exchanges information, within scope of responsibility, and schedules meetings with City of Hamilton staff, other municipalities, government agencies, police, developers, contractors, consultants, utility companies, neighbourhood associations, and other agencies. Contacts consultants and contractors to obtain document information, follow up, and resolve discrepancies.

Coordinates and plans own workload to meet pre-established LRT priorities and schedules. Attends to multiple demands to complete and track various documents with constantly changing deadlines. Responds to routine inquiries regarding divisional programs and services. Uses routing slips to determine where and how to distribute information along predetermined lines. Assesses and troubleshoots problem situations for immediate resolution, resolves problems using established procedures and guidelines. Consults or refers to supervisor regarding contradictory documents, conflicting requests to prioritize, and release of confidential and sensitive information..

Maintains a comprehensive electronic and hard copy sectional library system. Categorizes topics, assigns call numbers, assembles and distributes items. Acts as a resource and provides training and support for same to staff, consultants, and contractors.

Provides administrative support to the section, including preparing, distributing, and tracking documents (e.g., financial and statistical data, contract specifications, technical reports, Council reports, agendas, minutes). Writes routine correspondence.

Assists staff with Municipal Freedom of Information & Protection of Privacy Act (MFIPPA) requests and follows by-law for file retrieval, disposal, and destruction.

Drafts layout and design for forms, presentations, displays, and other materials for LRT staff approval.

Sets up meetings for LRT staff (e.g., room and equipment booking and setup, reference material, catering).  
Records and distributes meeting minutes.

Develops, recommends, implements, and updates office/administrative policies and procedures and manual for same.

Processes mail and faxes as requested.

Keeps keys for secured rooms, confidential cabinets, and portable office equipment. Submits requests to Facilities Management regarding divisional security, space allocation, furniture needs, and building repairs and maintenance.

Forwards urgent calls related to LRT design and construction to appropriate staff.

Performs backup duties for other divisional administrative staff as required.

Signs out, monitors, and ensures the timely return of valuable, unique, and non-replaceable engineering documents to consultants, contractors, and staff.

Prepares cheque and purchase requisitions, places orders, and maintains supplies as required for section staff.

Performs work in accordance with City of Hamilton policies and procedures. Recommends new procedures or changes to existing divisional office procedures.

Inputs, assesses, verifies, and reviews data; records information; and edits or proofreads documents approximately 80% of the time requiring manual dexterity, accuracy, periods of prolonged sitting, and visual/mental concentration.

Performs other related duties as assigned.

## **QUALIFICATIONS**

Knowledge of document/records management principles and practices, office and administrative practices and procedures, word processing, reading, writing, and communication skills normally acquired through a grade 12 education plus 3 years of related experience managing documents and records – OR – a 2 year office administration diploma plus 2 years of related experience managing documents and records.

Document management skills (e.g., organizing, reviewing, verifying, recording) in order to track documents and maintain a records system in an engineering based environment. Familiarity with engineering and technical terminology and abbreviations.

Ability to exhibit a high degree of confidentiality and discretion in handling caucus, confidential and/or sensitive material.

Computer skills using software such as Microsoft Word, Excel, PowerPoint and Access, Internet/Intranet, and a document management system (e.g., DOCS, Project Solve)

Communication skills in order to clarify/meet stakeholder needs and provide assistance and information and participate as an effective team member. Ability to maintain composure with contacts that are occasionally difficult and impatient.

Time management, organizational, and problem solving skills in order to prioritize work and ensure that various reports and correspondence are prepared, distributed, and filed in a timely fashion in accordance with corporate

and divisional standards; ability to adapt to frequently changing priorities. Ability to collect, compile, and report information for assigned projects.

Ability to travel to various locations within the City of Hamilton.

Ability to support and project values compatible with the organization.

Ability to read, interpret, and apply corporate, departmental, and divisional policies and procedures.

Ability to develop and write administrative procedures for the division; compose, proofread, and edit correspondence, documents, databases, reports, and summaries using a standard template.

Ability to communicate in a clear and concise manner with staff, consultants, and contractors to provide information, explanations, and direction, using technical terminology.