

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
((HAMILTON WATER DIVISION – CUSTOMER SERVICE & COMMUNITY OUTREACH - LOCATION - 330
WENTWORTH ST. N.))

LOCATE CLERK - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisors, Customer Service & Dispatch, performs duties associated with the processing and adherence to legislation for all Hamilton Water locates.

GENERAL DUTIES

Retrieve and analyse locate requests to determine if field work is required. Create service requests or office close all locate requests received through Teldig system.

Responsible for receiving, evaluating and prioritizing locate requests in adherence with legislated requirements.

Place outbound calls to schedule locate meets for Water Distribution Operators, while adhering to departmental procedures and processes.

Record customer service requests in computerized Inventory Management System.

Relay information to dispatcher within legislated requirements for emergency and priority locate requests.

Create and process reports from Inventory Management System for locate service requests and work orders.

Enter all Hamilton Water requests for underground into computerized system (On1Call) or by telephone based on priority.

Answer contractor/property owner questions related to locate requests received via email or telephone.

Receive, assess and respond to generic email accounts to provide customer service follow up.

Ensure completed locates are returned to contractor via method prescribed in locate request (email, fax) within legislated guidelines.

Liaise with all levels of management, supervisors, other departments, outside agencies by telephone, emails and fax as requested.

Perform other duties as assigned which are directly related to the responsibilities of this position.

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. Previous experience in the clerical field normally acquired through a combination of education and relevant work experience.
1. Knowledge of On1Call, Teldig and INFOR (Hansen) database is considered an asset.
2. Excellent interpersonal skills, demonstrated tact and professionalism in dealing with the public.
3. Possess demonstrated communication and conflict resolution skills.

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4. Ability to communicate and relate to the public, elected officials and staff. Must possess good verbal and written communications
5. Experience in a computerized environment. Working knowledge of Microsoft Office XP (Word, Excel and Microsoft Outlook). Must be able to input data quickly and accurately.
6. Demonstrated ability to work both independently and in a team using tact, good judgement and initiative in a fast-paced work environment.

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