

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(Hamilton Water DIVISION – CUSTOMER SERVICE & COMMUNITY OUTREACH – LOCATION - 330 WENTWORTH STREET N.)

STOREFRONT CLERK - CUPE 5167

SUMMARY OF DUTIES

Reporting to Supervisor, Customer Service, the Storefront Clerk performs support duties associated with the operation of the various sections within the Hamilton Water Division, such as process transactions at the storefront, verify and balance financial purchases, receiving inquiries and complaints from contractors and general public, meter operations inventory and processing incoming and outgoing mail.

GENERAL DUTIES

Provide sensational customer service at the storefront for the sale of permits for various water and wastewater programs, wastewater tanker tickets and water hauler smart access cards/accounts for the Division.

Operate the cash register and POS machine with a large volume of cheque and cash sales. Prepare daily revenue distribution statements and bank deposits for security courier pick-up; ; balancing daily and verify all transactions for accuracy. Work with the Finance Department to identify variances.

Receive and prepare grant funding requests under the Protective Plumbing Program and forward to Supervisor for approvals.

As required, operate the courier van to pick up and drop off internal mail pertaining to divisional sites that are not serviced by the City courier. Receive mail, sort, and distribute in order of priority. Contact couriers and arrange for pick-ups and deliveries.

Perform clerical support including spreadsheets, labels, charts, letters, memos, forms and documents and data entry into computerized database (INFOR) system creation and costing of work orders and Service Requests for Hamilton Water Division.

Process customer letters, Backflow Prevention Test reports, Backflow Property surveys and other reports for maintenance programs within Hamilton Water Division.

Receive, assess, and respond to generic email accounts to provide customer service follow up. Maintain office filing systems for customer service storefront section.

Receives, receipts, stocks and transfers materials and parts required by Meter Operations to ensure continuous, efficient, and effective uninterrupted supply of goods. Confirms receipt of goods, matches shipping documents and prepares paperwork to Supervisor for Accounts payable processing. Maintains a clean and orderly stock area, labels all parts, stocks parts in designated areas of meter cage and store front area. Disburses and distributes parts, materials, and equipment to internal and external customers. Performs inventory counts and audits as required. Input and retrieve data, prepare reports from inventory management system.

Act as site liaison with contractors for pick-up and return of hydrant adaptors. Prepare required paperwork for billing/return of deposit for hydrant adaptor rentals.

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.

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

QUALIFICATIONS

1. Demonstrated ability of cash handling and financial accounting concepts gained through previous experience handling large amounts of cash, processing revenue distribution statements and bank deposits.
2. Previous experience in a customer service environment, with the ability to receive and answer customer inquiries while maintaining filing systems and records.
3. Must be able to relate to public with tact and diplomacy and superior customer service skills.
4. Demonstrated ability of cash handling and financial accounting concepts gained through previous experience handling large amounts of cash, processing revenue distribution statements and bank deposits.
5. Demonstrated ability to use, and experience using, relevant computer software applications (MS Word, MS Excel, scheduling software and databases) at an intermediate level.
6. Proven experience and knowledge or related working experience in inventory management, inventory processes and controls.
7. Proven experience and knowledge in the use and operation of Hansen or equivalent Inventory Management System Software.
8. Physically capable of performing duties, including occasional heavy lifting, stooping, crouching, and climbing, reaching and handling, standing and walking. Capable of performing these duties with occasional exposure to weather, fumes and dust, and frequent exposure to noise.
9. Must possess a Class "G" Driver's Licence and a point-free driving record and/or a record found to be satisfactory to the City of Hamilton

THIS POSITION REQUIRES A VALID CLASS "G" DRIVERS' LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

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