

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(OPERATIONS DIVISION – LOCATION – 77 JAMES ST. N. SUITE 400

OPERATIONS SUPPORT COORDINATOR – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Capital Rehabilitation and Technical Coordinator, provides administrative, customer service and technical support associated and in support of the Operations Division.

GENERAL DUTIES

Composes word processes using MS Word and MS Excel and proofreads correspondence, spreadsheets, agendas, minutes and reports of a general, confidential and technical nature ensuring corporate formatting standards are followed by divisional staff; prepares MS PowerPoint presentations.

Receives, tracks and answers inquiries from councillors, staff, other departments, public and outside agencies and tracks inquiries to resolution and or provides interim status updates as required and reports on final disposition of inquiry; performs reception duties; takes and relays messages as required.

Responds to, monitors and follows up on customer enquiries by receiving, evaluating and prioritizing nature of enquiry.

Data entry into PeopleSoft and computerized Maintenance Management System.

Co-ordinates and administers related special projects as required.

Provides suitable resolutions to issues in accordance with governing bylaws and departmental policies.

Coordinates schedules and arranges for meetings using MS Outlook for staff, public consultation, union and labour/management meetings; maintains calendar. Books facilities, organizes the delivery of presentation equipment, prepares necessary documentation and provides for refreshments when required.

Organizes, coordinates and provides support for various recruitment activities. Corresponds with applicants/candidates. Maintains confidentiality.

Maintains an office filing system, including confidential files, reference materials, reports, and general correspondence. Maintains confidential staff records such as correspondence, training summaries and disciplinary action.

Coordinates arrangements for staff training and attendance at courses, workshops and conferences as required; records and reports staff absences, overtime and vacation; maintains a vacation schedule; coordinates the Attendance Support Program.

Develops notices, information packages, spreadsheets and charts for staff, other departments, elected officials, the public and outside agencies; prepares press release information, fact sheets and communiqués as required.

Coordinates general office functioning tasks including, requisitioning and maintaining an inventory of office supplies and equipment; assisting with office equipment malfunctions, sorting and distributing incoming mail, processing outgoing mail, courier deliveries and receipts, posting information on bulletin boards and maintaining petty cash.

Tracks invoices and monitors outstanding balances; prepares and processes cheque requisitions and purchase orders; checks and verifies monthly expenditures.

Works with other divisional administrative secretaries to ensure telephone and area coverage is maintained during absences such as vacation, lunch hours, meeting attendance, breaks, etc; Assists and supports Administrative Assistants on multiple activities in ensuring divisional deadlines are adhered to and established procedures are followed.

Works 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.

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

QUALIFICATIONS

1. Demonstrated experience in a business office with a strong focus on customer service, normally acquired through a combination of education and relevant work experience.
2. Previous experience organizing for cross functional work units.
3. Superior organizational skills.
4. Demonstrated experience working in a computerized environment. Must possess excellent computer skills with above average knowledge of MS Office Software (Word, Outlook, Excel, and Power Point).
5. Must be able to communicate effectively, both verbally and in written form with all levels of staff and the general public
6. Must possess excellent interpersonal and conflict resolution skills including customer service and a teamwork focus. Previous experience dealing with and relating to elected officials, peers, superiors and the general public with tact and professionalism.
7. Must possess initiative and good judgement. Must be able to work independently and as part of a team.
8. Time management, problem solving skills and the ability to meet multiple deadlines is a must.
9. Knowledge of Computerized Maintenance Management Systems, PeopleSoft and Project Management software would be considered an asset.

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