

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

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

TRANSIT OPERATIONS ASSISTANT

SUMMARY OF DUTIES

The position is responsible for coordinating multiple projects of a confidential nature and provides administrative support to the Department of Transit Operations.

Assists in providing confidential administrative support to the Director of Transit.

GENERAL DUTIES

Coordinates multiple projects and performs a variety of administrative duties for the department of Transit Operations and direct administrative support to the Manager of Operations.

Processing all incoming correspondence addressed to the Manager of Operations and other senior management in the Department.

Co-ordinates, schedules and arranges meetings for staff using MS Outlook ensuring all relevant background material and equipment is available, maintains calendars for staff and responds to various emails when applicable.

Maintains an office filing system both electronic and hardcopy, including spreadsheets, databases and records management, as required, ensuring that information is kept confidential and secure, information is not destroyed before timelines set out in By-Laws and the most recent information is always available.

Effectively manages disciplinary files, including writing disciplinary letters.

Coordinates general office tasks including, requisitioning and maintaining an inventory of office supplies; assisting with office equipment malfunctions, sorting and distributing incoming mail and processing outgoing mail.

Conducts research and analysis on a variety of labour relations matters, including collective bargaining issues, pertinent to the division.

Answering and screening telephone enquiries received from various internal/external sources.

Types, word processes, proofreads and develops correspondence, spreadsheets and charts to ensure accuracy of content, punctuation, grammar, etc. in accordance with established standards. Prepares agendas, records minutes and prepares a wide variety of reports, letters, memoranda and statistical charts of a general, confidential and technical nature.

Inputting data and maintaining computerized databases i.e. calendars, mail.

Co-ordinating arrangements for meetings and ensuring all relevant background material and equipment is available.

Providing guidance and direction to departmental staff regarding HSR policies, practices and procedures

Developing and co-ordinating office routines, processes and standards for the Department.

Inputting information for payroll purposes.

Co-ordinating office moves, arranging for the delivery of furniture, supplies, services.

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Responsible and accountable for maintaining sectional asset listing, ordering of sectional computer equipment.

Responsible for HR workflow and related administrative tasks such as, network set up, phone and computer order, scheduling New Employee Orientation, initiating terminations.

Maintaining attendance/vacation records for Superintendents and administrative staff.

Carrying out and/or co-ordinating special projects and assignments as directed by the Manager of Operations.

Assist with the maintaining of the Superintendents' work schedule and the assigning of open work.

Records minutes for staff meetings.

Co-ordinates applicants for recruitment including, but not limited to; scheduling all appointments, assessments and interviews; preparing staffing schedule; booking facilities; preparing necessary documentation; responding to telephone and email enquiries about recruitment; scheduling interviews and providing for catering arrangements, ensuring invoicing is correct and invoices are submitted for processing.

In coordination with Risk Management set up meetings between Independent Insurance Adjusters and Operators to discuss claims.

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

Responsible for treating passengers and/or employees with respect and dignity and ensuring the needs of passengers or employees with disabilities are accommodated and/or addressed in accordance with the Ontario Human Rights Code and Related Orders so that they can fully benefit from the HSR as a service provider and an employer.

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

QUALIFICATIONS

1. Previous business and administrative experience encompassing data entry duties normally acquired through a combination of education and related work experience.
2. Knowledge of business administration practices, research methods, and techniques.
3. Requires a sound knowledge of standard office practices and procedures; must be proficient in the use of a personal computer and related software applications and computer systems relevant to the work; including but not limited to: latest Microsoft Office software (with Intermediate knowledge of Word, Excel and Power Point), Trapeze, PeopleSoft.
4. Sound judgement, excellent organizational, interpersonal, oral and written communication skills.
5. Ability to handle several responsibilities at once, under minimal supervision.
6. Experience working in a unionized environment is a definite asset.
7. Must have or rapidly acquire a comprehensive knowledge of the Ontario Human Rights Code and Related Orders including disability accommodation and accessibility requirements pertaining to passengers and employees.
8. Must possess good keyboarding skills and good organizational skills to meet established deadlines.
9. Must be able to communicate, both written and verbal, in a courteous and tactful manner.
10. Experience with Trapeze software, or the ability to become familiar with Trapeze software and its use.

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11. Must be familiar with the City of Hamilton area and vicinity and have good knowledge of bus routes to be able to assist customers.

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