

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

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

### ACCESSIBLE TRANSPORTATION SERVICES (ATS) CLERK – ATU 107

#### SUMMARY OF DUTIES

The position is responsible for performing a variety of clerical functions for the Accessible Transportation Services (ATS) department within the Transit Division. This position is responsible for coordinating the ATS client application process, as well as billing and service infraction mailouts, and all related follow up actions. The incumbent substitutes for the Customer Care Representatives to answer general ATS customer inquiries.

This position will report to the Supervisor of ATS and works in the office during core business hours.

#### GENERAL DUTIES

Performs clerical functions associated with ATS customer application, billing, and service infraction mailouts in keeping with established procedures.

This involves:

- receiving and organizing applications and correspondence from ATS clients
- answering telephone enquiries, preparing responses to written enquiries and responding to e-mails; directing inquiries as appropriate
- adhering to the scheduled intervals for client reapplication for specialized transit as outlined in ATS policy, and archiving, updating, or referring client files to ATS Customer Care Representatives as appropriate
- using information and reports from the Trapeze database and from the ATS vendor to prepare correspondence to ATS clients to inform them of updated application due dates, incomplete applications, billing arrears, and service infractions (e.g., late cancellation of trips) in line with ATS policy and procedures, working with ATS Customer Care Representatives, the ATS vendor and/ or other HSR sections as needed (e.g., Fare Revenue) to ensure accuracy of mailing lists
- following up on payments that are due; informing ATS clients regarding all options for payment
- maintaining ATS community stakeholder email list and working with ATS Supervisor and Manager of ATS to provide communication updates to this list as needed
- maintaining and tracking all billing arrears as provided by the ATS vendor
- preparing mail merges using MS Word and MS Excel to print large mailout lists and preparing the resulting letters for mailing
- referring customer complaints and incidents to the appropriate ATS staff for investigation
- maintaining a filing system for ATS clients

The person will be responsible for:

Checking and responding to e-mails and voice messages in a timely manner.

Assisting with opening and reviewing all correspondence received for the Accessible Transportation Services section.

Ensuring appropriate files and information are made available to the ATS Supervisor to address any escalated inquiries or complaints.

Receiving and screening telephone calls and/or visitors, answering questions and providing information when possible.

Typing and formatting general and confidential correspondence, memoranda, letters, reports.

Proof-reading correspondence to ensure accuracy of content, punctuation, grammar, etc. in accordance with established standards.

Assisting with Customer Care Representative requests, taking appropriate action where necessary.

## **Job Description #: 7601**

Organizing and maintaining department files of correspondence, records, etc. in accordance with the Public Works Department procedures and the City of Hamilton records retention bylaw (n By-law No. 11-040) and following up on pending matters.

Providing assistance to department staff on matters relating to department/corporate protocol, standards and procedures.

Inputting information to update ATS client profiles in Trapeze as appropriate.

Assisting with preparing the necessary documentation for the procurement of supplies, materials and services for the section. Reconciling packing slips, invoices and receipts to ensure correctness.

Working in accordance with the ESA and Health & Safety legislation, current CBA, and City of Hamilton policies. Substituting for the Administrative Assistant for the Manager – Accessible Transportation Services as required.

Maintaining privacy and confidentiality of ATS clients, ATS staff and ATS vendor staff in accordance with provincial and federal legislation.

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

### **QUALIFICATIONS**

1. Demonstrated business and administrative experience normally acquired through a combination of education and relevant work experience.
2. Experience in and/or knowledge of accessibility and transit is an asset.
3. Previous demonstrated experience with mathematical proficiency and ability to work with data and figures.
4. Good working knowledge of the geographical layout and road network of Hamilton.
5. Effective verbal, listening and written communication skills are essential, including excellent grammar and spelling skills.
6. Strong organization skills and the ability to prioritize tasks are essential.
7. Understanding of provincial and federal legislation governing privacy, consent, and personal information.
8. Excellent customer service skills with a demonstrated ability to display tact and professionalism in dealing with applicants, passengers, supervisors, peers and elected officials.
9. Experience in a computerized environment. Working knowledge of Microsoft Office (Word, Excel, and Outlook) and database software. Able to input, retrieve and manipulate data. Able to create reports by bringing information together from various sources. Knowledge of Trapeze CERT and PASS software would be considered an asset.
10. Must possess initiative and good judgment and be able to work independently with minimal direction.

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