

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(TRANSPORTATION, ENERGY & FACILITIES DIVISION – TRANSIT - LOCATION - 2200 UPPER JAMES)

INFORMATION CLERK - ATU 107 (1585 WORKGROUP)

SUMMARY OF DUTIES

Under the direct supervision of the Customer Services Coordinator, provides service information over the telephone and in person.

GENERAL DUTIES

Provides information to the general public, in person and over the telephone, regarding route information, schedules, destination planning, etc.

Maintains an awareness of service changes, fare information, etc.

Operates the main switchboard when necessary, to cover for vacation, illness, breaks, etc.

Compiles and mails service information to the public.

Performs such duties from time to time as may be assigned by the immediate supervisor.

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.

QUALIFICATIONS

1. Demonstrated experience in dealing with the public.
2. A thorough knowledge of the HSR fare system.
3. A pleasant and helpful telephone manner.
4. Must possess excellent oral communication skills.
5. A willingness and flexibility to work varied shifts and extra hours when necessary.