

## **CITY OF HAMILTON**

**PUBLIC WORKS DEPARTMENT**  
**(ENVIRONMENTAL SERVICES DIVISION – POLICY AND PROGRAMS SECTION – 77 JAMES STREET**  
**NORTH SUITE 400)**

### **OUTREACH CLERK – CUPE 5167**

#### **SUMMARY OF DUTIES**

Reporting to the Senior Project Manager of Parks and Cemeteries, provides clerical support to members of the outreach team related to the education and promotion of Cemeteries, Forestry, Horticulture, and Parks programs and services.

#### **GENERAL DUTIES**

Provides timely, accurate and courteous responses to customers and staff related to the education and promotion of Environmental Services programs and services.

Schedules requests for presentations, meetings and appointments.

Supports and assists with the development, coordination and implementation of Environmental Services education and promotion programs and services.

Word processes and designs correspondence, reports and information material from copy.

Takes and transcribes minutes of meetings.

Maintains staff vacation and absence reports.

Maintains and monitors expenditures and revenues.

Maintains existing filing systems, including computerized database system.

Provides statistical and informational reports as required.

Performs alpha-numeric data entry to maintain an up to date record of distribution of supplies and educational material to community partners, presentation and community appearance tracking and other data entry duties as required.

Maintains a computerized list of supplies inventory and restocks as necessary. Orders and receives inventory supplies.

Sorts and distributes incoming mail and processes outgoing mail and courier requirements. Prepares information packages for mail outs.

Assists in organizing meeting rooms, preparing in advance and day of for meeting requirements.

Assists in the orientation and training of new staff and students.

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

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. Previous administrative experience in a customer service capacity related to the duties above normally acquired through a combination of education and relevant work experience.
2. Demonstrated ability to work in a team, independently and with minimum supervision.
3. Demonstrated experience in a computerized environment. Intermediate knowledge of Windows XP and 7 and Microsoft Suite of Software (Outlook, Word, Excel, Access and PowerPoint).
4. Must be proficient in alpha-numeric data entry. Demonstrated ability to input data at an acceptable speed.
5. Demonstrated ability to maintain records and files efficiently and accurately.
6. Must possess initiative and judgment when dealing with clients and staff.
7. Demonstrated ability to work in a team setting and support team members.
8. Demonstrated excellent customer service skills.
9. Effective communication skills and the ability to communicate effectively with a wide variety of people including clients, team members, staff and other departments as well as other external agencies.
10. Working knowledge of computerized Hansen system an asset.

Note: This position requires a G Licence with provision of a vehicle for use on the job