

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (HAMILTON WATER DIVISION - LOCATION – 100 KING ST. W., 9TH FLOOR)

ADMINISTRATIVE ASSISTANT II – HAMILTON WATER

SUMMARY OF DUTIES

Reports to the Director of Hamilton Water. Provides confidential executive support on a broad range of administrative issues affecting the Hamilton Water Division. Co-ordinates administrative activities within the Division providing superior customer service and ensures steadfast follow-up on outstanding issues. Works independently on multiple activities and ensures deadlines are met and established procedures followed.

Assists in the acquisition of administrative services such as office space, supplies, office equipment and telephone services.

Provides leadership and guidance to support staff within the Division and participates in the recruitment process for junior staff as and when required.

GENERAL DUTIES

Provides confidential administrative support to the Director of Hamilton Water.

Assumes responsibility for all routine administrative details within the Office of Director of Hamilton Water.

Assists the Director of Hamilton Water in business and administrative matters such as responding to inquiries and processing confidential matters.

Receives and screens all inbound telephone calls, e-mails and visitors to the office; refers and or redirects calls, e-mails or visitors as applicable.

Receives incoming mail; reviews, evaluates and distributes correspondence requiring priority attention of staff.

Prepares, composes and proofreads correspondence and reports on a variety of subjects, both confidential and routine matters. Drafts replies on non-routine matters for the consideration of the Director of Hamilton Water. Takes dictation and performs transcription as required.

Logs and processes Standing Committee reports. Liaises with the Offices of the City Manager, General Managers, Senior/Executive Directors and the City Clerk to ensure report processing within defined guidelines.

Schedules appointments, arranges meetings, books facilities, organizes the delivery of presentation equipment, prepares necessary documentation, provides for catering arrangements and informs participants of arrangements.

Responds to inquiries and liaises with local officials, local boards, government agencies, outside organizations, internal staff and the general public and follow-up as needed.

Ensures timely processing of cheque requisitions, expense claims and review of same for accuracy of descriptions, account numbers, availability of funds and ensures appropriate terms of purchase and leases are exercised.

Monitors transaction listings, investigates discrepancies and processes journal vouchers.

Monitors requisitions and distribution of supplies and payment of accounts.

Maintains records for the Director of Hamilton Water on attendance and vacation.

Co-ordinates and arranges all travel, conference and course arrangements, and follows-up as appropriate.

Develops and maintains confidential and information filing systems.

Supports the Director of Hamilton Water to process DWQMS/WWQMS - INTELEX Approvals by the required due date.

Uploads Automated Organizational Charts to INTELEX quarterly.

Tracks and logs emergency and single/sole source procurement authorizations. Provides monthly updates to Procurement with respect to Hamilton Water's upcoming projects.

Assists with the preparation of the Annual Recognition/Milestone Service Awards Luncheon.

Assists with the preparation of the Annual Divisional Meeting.

Assists in the selection of office equipment; i.e. photocopy machine, computing equipment, projectors & display screens, virtual meeting technology, etc.

Acts as the Director of Hamilton Water's contact person ensuring distribution of information to staff.

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 responsibilities of the position.

QUALIFICATIONS

1. Graduate from an Office Administration Program or a combination of education and related office experience. Must have extensive administrative and organizational support experience at a senior level, be proficient in Business English, modern office practices and procedures. Knowledge of and ability to maintain confidentiality of sensitive or personal information.
2. Must be highly proficient in a computerized environment particularly in the use of Microsoft Office Suite products to include Outlook, Word, PowerPoint, Access and Excel. Experience and knowledge of INFOR IPS, INFOR EAM, BIMA and PeopleSoft would be an asset.
3. Must have a high level of accuracy and speed in preparation and review for error-free written communication. Previous experience in preparation of reports, notices, information packages, spreadsheets and charts.
4. Must relate readily to the public, elected officials and outside agencies, have a pleasant and professional manner, have initiative and the ability to carry out instructions without detailed direction. Supports and models the desired corporate behaviours which are Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service and Engaged and Empowered Employees.
5. Must be able to work independently on complex projects and co-ordinate activities with other parts of the organization to promote smooth and efficient communications and flow of information.
6. Demonstrated ability to work and adapt to a fast-paced changing environment, and effectively respond to the dynamics and complex work issues of the department.
7. Must be able to participate as an active member within an administrative team environment to coordinate, ensure consistency/adherence to practices, coverage and identify and recommend solutions. Must possess initiative, good judgement and positive attitude.

8. Experience in a related environment would be an asset.
9. Knowledge of general accounting principles, including ability to monitor accounts, maintain routine financial records, calculate, prepare and process invoices and accounts payable would be an asset.
10. Demonstrated ability to co-ordinate, assign and review work of junior staff and resolve work-related problems.
11. Must possess strong interpersonal skills, with demonstrated ability to work, independently and as part of a multi-disciplinary team.
12. Demonstrated ability to balance and effectively self manage workload in a dynamic work environment within prescribed timelines and adjust based on priorities.

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