



About the City of Hamilton

Contribute to the City of Hamilton, one of Canada's largest cities - home to a diverse and strong economy, an active and inclusive community, a robust cultural and dining scene, hundreds of kilometres of hiking trails and natural beauty just minutes from the downtown core, and so much more. Join our diverse team of talented and ambitious staff who embody our values of sensational service, courageous change, steadfast integrity, collective ownership and being engaged empowered employees. Help us achieve our vision of being the best place to raise a child and age successfully. **#BeTheReason**

JOB POSTING

JOB ID #: 19457

Water Operations Clerk

Public Works / Hamilton Water
330 Wentworth Street North

NUMBER OF VACANCIES: 1 Full-Time Temporary

UNION/NON-UNION: CUPE Local 5167 Inside

HOURS OF WORK: 35.00 per week

GRADE: F

SALARY/HOUR: \$29.085 - \$31.614 per hour

Note: See appropriate Collective Agreement or the Non Union Salary Range for details.

STATUS/LENGTH: Full-Time Temporary up to 18 months

JOB DESCRIPTION ID #: 7164

VACCINE VERIFICATION – As a condition of employment, you are required to provide proof that you are fully vaccinated, or provide proof of valid exemption, satisfactory to the employer prior to your start date. You must acknowledge and agree to comply with any future vaccine policy requirements as an ongoing condition of employment at the City of Hamilton.

SUMMARY OF DUTIES

Reporting to Supervisor, Dispatch and Operations Support, performs support duties associated with the operation of Water Meters and Customer Billing for Hamilton Water.

GENERAL DUTIES

Perform clerical support for Hamilton Water Meter Operations which will include but is not limited to: creating and reviewing spreadsheets, charts, letters, memos, forms and documents. Data entry into computerized IPS (HANSEN) database system and external CMMS systems for the creation and costing of work orders for Customer Service & Community Outreach.

Creation of work orders for meter related issues and issuance to proper individual or contractor for resolution.

Liaison with internal and external stakeholders to provide support for Customer Service and Community meter operations programs.

Research, identify and resolve discrepancies with automated reports daily; escalating to necessary stakeholders as required.

Receive, assess and respond to generic email accounts to provide customer service follow up.

Liaise with and provide information for property owners with respect to master/satellite meter inquiries.

Work closely with Meter Technicians, and other internal stakeholders to ensure work orders are reviewed and actioned daily.

Run reports for automation of work order creation from a variety of databases including contractors, building department, etc.

Interpret Water Metering data from Internal and External sources to create Works Orders and Service Requests.

Interpret and close out information from completed Work Orders and send information to Internal and External Stakeholders for proper Meter Billing and resolution.

Review of costing and reconciliation of invoices and provide data to external billing agents, and the supervisor

Retire Hamilton Water assets associated with demolition of property and inform billing agent of changes for billing purposes.

Work 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.

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

QUALIFICATIONS

1. Previous proven working knowledge of Water Metering methodology or equivalent technical background, work order interpretation and creation of assets.

2. Previous demonstrated experience creating work orders and issuance to proper individual or contractor for resolution.
3. Previous experience working in an office environment with proven knowledge of standard office practices and procedures.
4. Previous experience in finance including costing and reconciliation of invoices.
5. Previous experience in a fast paced, multitasked, customer service environment, with the ability to receive and answer customer inquiries in a timely fashion, while maintaining accurate records and documentation.
6. Must be able to relate to the public, contractors, varying levels of management and council with tact and diplomacy possessing superior customer service skills.
7. Demonstrated experience using relevant computer software applications (MS Word, MS Excel, MS Outlook, scheduling software and databases) at an intermediate level.
8. Proven experience and knowledge in the use and operation of IPS (Hansen) or equivalent CMMS Software in creating, assigning and resolving completed Work Orders.

Disclaimer:

Be advised that Human Resources frequently audits resumes of internal/external applicants to ensure/validate information provided is consistent and trustworthy. Falsification of information provided at any time throughout the recruitment process may be grounds for disqualification, and for internal applicants, subject to discipline up to and including termination.

Terms:

The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.

We invite you to visit the departmental webpage to obtain further information on the culture and business of this department.

The incumbent shall comply with all Health and Safety Policies and Practices for this position and the workplace.

It is the responsibility of the applicants to ensure that their application reaches Human Resources by the closing date or they may not be considered. It is also the responsibility of applicants to supply qualifications, licences and related experience relevant to the qualifications outlined above for this competition as directed. On the basis of the criteria set out above, this posting is open to all applicants

The statements made by me are true, complete and correct to the best of my knowledge. I understand that any falsification of statements, misrepresentations, deliberate omission or concealment of information may be

considered just cause for discipline, up to and including termination for internal applicants and disqualification for external applicants.

Please apply on or before: Wednesday, September 14, 2022 at 11:59pm at www.hamilton.ca/careers and reference Job ID: 19457.