

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT **(CUSTOMER SERVICE, PROVINCIAL OFFENCES ADMINISTRATION & FINANCIAL INTEGRATION DIVISION –** **PROVINCIAL OFFENCES – LOCATION – 50 MAIN ST. E.)**

MANAGER, PROVINCIAL OFFENCES

SUMMARY OF DUTIES

Reporting to the Director, Customer Service, POA & Financial Integration, the Manager, Provincial Offences is responsible for managing the administration and collections functions of the Provincial Offences Court on behalf of the Hamilton POA Partners. This position has overall responsibility for business process development and implementation, revenue collection and financial reporting; budget development and monitoring, maintenance and operation of the POA courthouse in Hamilton. Ensures appropriate levels of business support and services are maintained for all stakeholders. This position co-ordinates the daily operation of the Court by providing supervision to the court administration and collections staff as well as oversees compliance to applicable policies and agreements; inclusive of being the primary contact for POA service partners and the Ministry of the Attorney General (MAG).

GENERAL DUTIES

Manages the daily operations of the court. Works in conjunction with and liaises with the Judiciary, members of the legal profession, Hamilton Police Force and other enforcement agencies and the Ministry of the Attorney General and the provincial agencies to co-ordinate daily operation of the Court.

Develops, recommends and implements/executes the court master plan, including oversight of compliance to policies and performance objectives.

Oversees the management of the annual administration (inclusive of payments) and collections budgets. Responsible for budgets preparation, cash handling, collections management, financial and resource planning.

Oversees the management and performance of the public service functions (processing court documents, fines payments, public inquiries, responding to complaints), business support functions (producing court notifications and documents, fines enforcement, maintaining court records), and court support functions (scheduling court hearings, preparing and transmitting appeal court documents, court monitoring and recording of court hearings, transcription services, handling court evidence and exhibits) of court administration.

Liaises with POA service partners and MAG to continuously improve court service delivery to maximize the revenue share for each of the cost-share Partners.

Establishes objectives, priorities, standards of performance and controls consistent with policies and procedures mandated by legislation and the Memorandum of Understanding.

Performs legislated responsibilities delegated to the Court Manager and to comply with the mandated responsibility as Clerk of the Court for POA matters.

Ensures that guidelines established for avoiding conflicts of interest and for the protection of privacy and confidentiality of personal information are observed as well as carries out reporting requirements (financial, conflict of interest, alleged impropriety or misconduct) and ensures compliance with the Memorandum of Understanding.

Ensures timely and effective provision of support services to the Judiciary, Enforcement Agencies, public and other users of the court.

Co-ordinates with Judiciary, Prosecutor and enforcement agencies with respect to court scheduling, availability and usage.

Responsible for recruitment, supervision, scheduling, evaluation and discipline of staff as well as performance manages and approves performance appraisals.

Responsible to coach and mentor staff through support and guidance of staff development/training as well as support the workforce planning and succession planning processes.

Provides leadership and direction in the development, implementation and evaluation of the effectiveness of work processes, technological efficiencies, operational procedures and standards as well as compliance to regulatory and/or policy requirements.

Conducts operational audits of section activities to determine the efficiency and effectiveness of the practices and standards implemented to ensure alignment with corporate cash handling policies, goals and objectives. Ensures that changes and improvements are implemented efficiently and effectively.

Oversees and reports on section reconciliation activities including investigating any discrepancies, identification of risks and creation of action plans to mitigate them.

Responsible for the budgetary performance as well as the development of current and capital budget submissions, variance reporting, and capital business case development.

Responsible for the reporting performance to the applicable departments, stakeholders and Committees as well as the development and presentation of reports to members of Council and senior leadership.

Participates in the development of divisional goals, objectives, strategic and annual work plans in alignment with departmental and corporate plans.

Initiates and/or responds to various Corporate, Community, Provincial or Federal service changes and enhancements. Monitors and examines emerging trends that may impact existing programs and make recommendations for action.

Participates as a departmental representative on various corporate committees and teams.

Represents respective areas in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

Establishes and maintains an effective network of communication between senior management and subordinate staff, various public and private sector agencies, user groups, constituents, city departments and other levels of government.

Ensure operational compliance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety as well as AODA and Inclusion & Equity.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

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

QUALIFICATIONS

1. Diploma or Degree in Business Administration with courses in law and court administration or equivalent combination of education and experience with progressively responsible related experience in a supervisory capacity preferably in a Provincial Court or Provincial Offences Court setting.
2. Membership in the Certified Municipal Manager (CMM) Accreditation Program for Court Professional or Executive.
3. Highly effective leadership, facilitation and presentation skills.
4. Excellent interpersonal and communication skills (written and verbal). Demonstrated ability to deal diplomatically with government departments, all levels of management, staff and the public.
5. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big picture thinking.
6. Proven ability to contribute meaningfully to the strategic and business planning processes and direction of the organization.
7. Demonstrated ability to effectively manage a team in a results oriented environment.
8. Demonstrated financial management skills developing, implementing and monitoring operational and capital budgets.
9. Understanding of the availability, operations and application of technology to courts administration.
10. Must be able to perform effectively in a fast paced environment under pressure within severe time constraints that requires a high degree of personal organization, motivation, initiative and problem solving techniques.
11. Proven experience in managing staff in a unionized environment.
12. Acute sense of confidentiality and judgment.
13. Experience in a computerized environment - knowledge of ICON (Integrated Court Offences Network), Word, Excel, Digital Court Recording and database management software.
14. Thorough knowledge and understanding of statutes and regulations relating to The Provincial Offences Act and court administration matters.
15. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
16. Flexible availability with early morning, evening, weekend and holiday work may be required.

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