

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT **(CUSTOMER SERVICE, POA & FINANCIAL INTEGRATION DIVISION – LOCATION – 71 MAIN ST. W.)**

DIRECTOR, CUSTOMER SERVICE, POA & FINANCIAL INTEGRATION

OVERVIEW

Reporting to the General Manager, Finance and Corporate Services, provides strategic and operational leadership in the delivery of service through the Customer Contact Centre, Municipal Service Centres, POA and Financial Integration business units.

The Director is also responsible for the oversight and management of all Provincial Offences Act court services and fines enforcement activities on behalf of the City. The role works in conjunction with judiciary, prosecutors, defense counsel, enforcement agencies, Ministry of the Attorney General and other provincial agencies in delivery of Court and collections functions. The Director provides direct support in the management of collection activities inclusive of financial and performance reporting as well as vendor management.

Provides oversight of the compliance to the Ministry of the Attorney General's MOU as well as actively participates in the implementation of new provincial court protocols, practices and regulations.

The position is also responsible for Financial Integration activities which includes, financial performance reporting, cash compliance self assessment audits as well as initiating and managing financially based improvements to both processes and systems to ensure the achievement of corporate objectives.

The Director is accountable for ensuring that the Customer Service, POA and Financial Integration services are delivered in accordance with City and Provincial guidelines with minimal disruption to the public, and in the most effective and efficient manner consistent with the City of Hamilton Mission, Vision, Values, Goals and Strategic Directions.

The Director is also accountable for developing financial analytical tools (ROI, break-even, financing cost calculations, capital financing plan calculations, levy impact calculations, etc.) as well as performing financial analysis and the oversight of identified financial controls.

Has a strong understanding of City services and has the ability to effectively communicate across the organization.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Works collaboratively with business units within the City to ensure the effective operation of the City's corporate customer service channels, which includes maintaining ongoing relationships with business units, ensuring service channel integration and the evolution of emerging service channels.

Accountable for establishing and achieving divisional goals and objectives through the effective and efficient use of management skills, financial and staff resources. Uses a "best practices" approach in developing and delivering quality services in a timely, cost-effective manner. Instills in the Division a culture with a customer service focus and a focus on achieving equity and accessibility.

Evaluates and reports on the divisional service, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation and creativity, team building and team advocacy, staff delegation, empowerment and staff development, and is results-oriented.

Works collaboratively with internal and external stakeholders with respect to the management of provincial offences via the court process as well as ensures provincial reporting is done in a timely, accurate and effective manner.

Possesses a high level of personal integrity and is an excellent communicator.

Participate in strategic planning and direction of Corporate Services as a member of the Department Management Team. Lead strategic planning at the Divisional level.

Leads a creative, effective Divisional management team, provides coaching and advice to subordinate managers to engage staff, optimize performance and achieve results.

Develop and empower staff through delegation of responsibilities and accountabilities through regular feedback and by providing development opportunities and technical direction. Establish objectives, criteria and priorities for annual work program and performance measures. Direct work schedules, conduct staff hiring, monitor and evaluate performance, discipline and terminate staff.

Promote a culture of teamwork and integration of work between the divisional units and with other work groups participating in interdepartmental, cross-functional and cross-program initiatives.

Direct operations, projects, research, policy and standards development within the Division to ensure safety, service quality, cost-effective and timely delivery of services, and legislative compliance.

Lead development & implementation of cross-departmental corporate customer-service and access and equity initiatives and create a customer-focused culture. Implement strategies at the divisional level.

Develop and monitor the annual operating and capital budgets for the Division.

Attend public meetings to present the City's position/actions to the public, media and outside government bodies. Participates and regularly acts as main spokesperson on divisional issues.

Advise corporate management staff and the public on regulatory requirements of accessibility legislation. Ensure compliance with provincial and federal statutes, regulations and standards and municipal by-laws and policies.

Monitor and examine market conditions and emerging trends that impact the municipal sector with respect to customer services strategies and approaches as well as responds to various corporate, community, Provincial or Federal proposals for service initiatives, changes or enhancements.

Manages corporate vendor contracts as well as actively monitors vendor performance and compliance to City requirements and possesses working knowledge of PCI compliance requirements.

Provide professional consultation, including reports, briefings and presentations, to Council and its committees. Respond to issues and queries raised by Council.

Respond to major emergencies on a 24-hour basis, and lead Divisional planning for Emergency responses, including coverage of daily after hours emergency dispatch.

Appear at Arbitrations and at Examinations for Discovery to represent the City, as required.

Retain external consultants on a project specific basis, when required.

Works in accordance with the provisions of applicable Health & Safety legislation, Employment Standards Act, Collective Bargaining Agreements.

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

QUALIFICATIONS

1. Education and extensive experience that would support the delivery of citizen-centred customer service, normally acquired through a university degree in Business and related progressive experience at a senior level, or an equivalent combination of education and relevant work experience, preferably in the municipal or government sector. A Master's degree in Business Administration would be an asset.
2. Demonstrated knowledge and experience with high quality customer service multi-channel service delivery, principles and practices.
3. Highly developed analytical and business planning skills with a proven track record for long-term visioning, big picture thinking, and strategic planning.
4. Highly developed ability to articulate a vision and a culture, to lead and inspire others.
5. Highly effective leadership, facilitation, communication (verbal and written), presentation, interpersonal and organizational skills.
6. Experience in multi-channel integrated service delivery and market research and in designing and delivering customer focused programs and services.
7. Demonstrated experience in inclusive public consultation processes, in leading programs and managing change initiatives, and in facilitating efforts across departments and with the community.
8. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results-oriented environment and in a predominately unionized environment.
9. Detailed understanding of Provincial Offences Act and supporting regulations and by-laws and the administration of court services (court reporting, court management, early resolution, judiciary support, etc.)
10. Experience in dealing with the judiciary with respect to legislative and procedural matters such as compliance with the terms and conditions of the MOU with the Ministry of the Attorney General
11. Detailed understanding of the collection process and a proven track record in managing vendor contracts and performance management
12. Detailed understanding of financial policy development and reporting (specifically, financial dashboards, establishing financial targets and corresponding mitigation strategies)
13. Demonstrated understanding of financial auditing principles is required to facilitate compliance programs and the introduction of process improvements (such as cash self assessment program, performance reporting and compliance, etc.)
14. Ability to coordinate multiple projects and manage multiple priorities.
15. Ability to be flexible and to change priorities to meet constantly changing demands and ambitious deadlines.
16. Excellent interpersonal skills and ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
17. Demonstrated understanding of strategic planning, corporate culture, financial management skills, including budgeting, accounting, expenditure forecasting, budget variance reporting, complement management, and cost controls

18. Thorough knowledge and understanding of statutes, regulations, standards and by-laws affecting the Department/Division, including but not limited to applicable Health and Safety legislation, Employment Standards Act, Provincial Accessibility legislation, regulations, and standards, and Ontario Human Rights Code.
19. Working knowledge of computer software applications, including Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), internet, Peoplesoft Financials (journal & requisition approvals), Peoplesoft Training module administration, Customer Relationship and Knowledge Management Systems, Customer Contact Centre (ICD & Workforce Management) performance metrics reports.
20. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.
21. Knowledge of collective bargaining process and significant work experience in labour relations processes including progressive discipline, grievances, mediation and arbitration.
22. Knowledge of Emergency Planning and response.

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