

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(CITY CLERK'S DIVISION – ADMINISTRATION – LOCATION – 71 MAIN ST. W., 1ST FLOOR)

CITY CLERK

OVERVIEW

Reporting to the General Manager of Finance & Corporate Services, the City Clerk is a statutory position responsible for specific statutory duties defined in the *Municipal Act* 2001 and in other provincial Acts. The City Clerk is required to provide effective and efficient direction and overall management of the City Clerk's Office, Council/Committee Secretariat Services, administering Municipal and School Board Elections, Freedom of Information and Records Management, and corporate Print and Mail Services.

The City Clerk is responsible to recommend broad policies and long-range strategies in the delivery of services in order to achieve mandated goals and objectives. The City Clerk is accountable for establishing and achieving divisional goals and objectives through the effective and efficient use of financial and staff resources. Uses a "best practices" approach in developing and delivering quality services in a timely and cost-effective manner. Instills a customer service focus in the division.

The City Clerk demonstrates strong leadership capabilities through the process of evaluation and reporting on the division's service, financial, administrative and staff performance against internal and external benchmarks. Proven ability to design and implement strategies to improve effectiveness and efficiency.

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

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

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

1. **Defines, plans and develops the strategic direction, priorities and programs, which align to corporate and departmental visions and goals by:**
 - works with the General Manager and staff of the division to establish objectives and outcomes;
 - develops, administers and maintains Corporate policies, programs and processes consistent with department and divisional objectives;
 - monitors and evaluates the efficiency and effectiveness of service delivery models and procedures to continually enhance and improve the delivery of service;
 - Provides resources for managing meetings of City Council and its Committees.
2. **Represents the interests of the City with the public, the media, external partners and clients by:**
 - Attends public meetings to present the City's position/actions to the public, media and outside government bodies.
 - Nurtures professional relationships with key provincial, federal and other government associations to promote City's goals
3. **Provides expert and strategic advice to City's senior staff, Council and Committees of Council as required by:**
 - Manages Council's governance processes; ensures that all statutory responsibilities of the City pertaining to the City Clerk as prescribed in Provincial Legislation are executed accordingly on behalf

of the Municipality (Municipal Act, Municipal Elections Act, Municipal Freedom of Information Act, Planning Act, etc.)

- Leads the development of policies and appropriate training on relevant municipal legislation and governance issues with Senior Leadership Team, City Councillors and the Mayor's office;
- Provides strategic advice with respect to the governance and legislative considerations that surround the implementation of other City policies;
- Oversees the provision of Council and Committee secretariat functions and responds to Council related issues, providing professional consultation and reports to Council.

4. Manages the human and financial resources of the Division to ensure effectiveness of the organizational unit by:

- Forecasts staffing levels and skill sets, assigns tasks, and sets priorities and objectives for staff, contractors and term employees;
- Develops and empowers staff through delegation of responsibilities and accountabilities through regular feedback and provides development opportunities and technical direction. Establishes criteria and priorities for annual work program and performance measures. Directs work schedules, conducts staff hiring, monitors and evaluates performance, discipline and terminates staff.
- Provides coaching, mentoring and guidance to staff, providing recognition to build upon performance;
- Ensures compliance with health and safety plans, procedures and training, including the allocation of protective clothing and safety equipment, and addressing safety issues in a timely manner.
- Develops, in consultation with other divisional managers, financial plans and capital/operating budgets to ensure that the program (operational requirements) is delivered on time and within cost, and that the City has the tools and/or equipment to meet operational requirements; and
- Reports regularly to General Manager, Senior Leadership Team, Mayor and Elected Officials on financial matters related to City operations such as Municipal Elections

5. Provides leadership and direction in upholding the City's mission, vision and values including its policies, programs, procedures, standards and guidelines as well as statutory duties defined in the *Municipal Act 2001* and in other provincial legislation by:

- Maintains current knowledge of the *Municipal Act, Municipal Elections Act, Municipal Freedom of Information and Protection of Privacy Act, Personal Health Information and Protection Act, 2004, Personal Information Electronic Documents Act, and Council Procedure by-law;*
- Ensures that the Mayor, Elected Officials, Senior Leadership Team and City staff are informed of the City's Clerk's jurisdiction and guiding legislation;
- Continually assesses the role and effectiveness of program and service delivery of the Clerks Division;
- Provides evaluation and feedback to appropriate management with respect to their effectiveness.
- Acts as the Returning Officer for Municipal Elections and by-elections.
- Oversees the development and retention of all municipal records in accordance with the Municipal Act and the Retention By-Law. Oversees the destruction of records in accordance with the Retention By-Law.
- Monitors and examines market conditions and emerging trends that impact the Municipal sector. Responds to various corporate, community, provincial or federal proposals for service initiatives, changes or enhancements.

Ensures that employees are provided with an 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 responsibilities of this position.

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. Proven knowledge of management principles, practices and theories in the delivery of Legislative Secretariat Services normally acquired through the completion of a University degree in Business/Public Administration with progressive experience at a senior level, or an equivalent combination of education and related experience, preferably in the municipal or government sector.
2. AMCT and/or Certified Municipal Officer (CMO) designation would be an asset.
3. Highly developed analytical, business planning and project management skills, with a proven track record for long-term visioning, strategic planning and ability to articulate vision and execute business plans.
4. Highly effective leadership, facilitation, communication (verbal and written), presentation, interpersonal and organizational skills. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
5. Experience in integrated service delivery and market research and in designing and delivering customer focused programs and services.
6. Demonstrated experience in inclusive public consultation processes, in leading programs and change initiatives, and in facilitating efforts across departments and with the community.
7. Demonstrated ability to effectively manage a large multi-disciplinary team in a results-oriented unionized environment.
8. Demonstrated and strong business/financial acumen.
9. Thorough knowledge and understanding of Parliamentary Rules of Order, Statutes, and Regulations, standards and by-laws affecting the Department/Division, including but not limited to applicable Health and Safety legislation, Employment Standards Act, Accessibility for Ontarians with Disabilities Act, and Ontario Human Rights Code.

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