

CITY OF HAMILTON

CITY MANAGER'S OFFICE (CITY CLERK'S DIVISION - LOCATION - 71 MAIN ST. W.)

PROGRAM COORDINATOR – CITY CLERK'S DIVISION

SUMMARY OF DUTIES

Reporting to the Manager of Records & Freedom of Information, responsible for assisting the City of Hamilton's Lobbyist Registrar with administering the Lobbyist Registry program by educating, advising and guiding the public, elected officials, senior staff and all stakeholders of the Lobbyist Registry; monitoring Lobbyist activity and ensuring compliance with the Lobbyist Registry By-law; and assisting the Registrar with administrative and confidential matters relating to lobbying activities. Also responsible for researching, analysing and developing policies and procedures supporting the statutory responsibilities of the City Clerk's Office, including assisting with projects and the administration of programs/services provided by the Clerk's Division.

DUTIES

Establish and maintain a web based Lobbyist Registry database containing registrations of lobbying activity filed by lobbyists.

Educate, train and conduct information sessions for the public, elected officials and other stakeholders regarding lobbying activities and lobbying exemptions, as specified by Lobbyist Registry by-law.

Provide guidance to lobbyists in creating new profiles and registering lobbying subject matter activity.

Monitor compliance with the Lobbyist Registry by-law, including follow-up with lobbyists regarding incomplete registrations, late or non-registered lobbying activity, or exempt lobbying activity.

Work with lobbyists and technical support staff to troubleshoot technical issues with on-line registry and work with Lobbyist Registrar to identify potential improvements to Registry.

Provide ongoing interpretation and guidance to lobbyists and lobbying stakeholders regarding compliance with the Lobbyist Registry by-law.

Receive, prioritize, review, respond to or redirect incoming correspondence and phone calls regarding the Lobbyist Registry and lobbying activity utilizing specialized knowledge of lobbying activity and gained experience.

Respond to inquiries in a timely manner with a focus on effective customer service.

Prepare and process information and provide highly sensitive and confidential documents/records to the Lobbyist Registrar to support inquiries and investigations.

Communicate as needed with the Lobbyist Registrar regarding advice, compliance and investigation support resulting from an inquiry.

Provide administrative support to the Lobbyist Registrar including processing payments, and refunds where applicable, for compliance inquiries, processing invoices for services and scheduling meetings for the Registrar as needed.

Maintain accurate statistics and records and prepare reports and statistical summaries on the Lobbyist Registry activities for the Lobbyist Registrar.

Research, analyse, develop policies and procedures that support the programs and services of the City Clerk's Division

including preparing Committee reports, presentations and other material to implement strategies to improve effectiveness and efficiency of programs and services.

Review access requests filed under the Municipal Freedom of Information and Protection of Privacy Act and render decisions regarding the disclosure of information, and ensure that information is properly prepared for disclosure.

Provide technical advice to senior management and elected officials with respect to the requirements of the Municipal Freedom of Information and Protection of Privacy Act.

Review the collection, use, retention and disposal of personal information throughout the Corporation to ensure compliance with the Municipal Freedom of Information and Protection of Privacy Act.

Perform such other duties, related to the functions of the job, to support any other programs, services or projects of the City Clerk's Division as may be assigned.

QUALIFICATIONS

1. Must be able to demonstrate a level of expertise related to the job duties normally acquired by attaining a College Diploma or University Degree in Public Administration or Business Administration and/or an equivalent combination of education and relevant work experience.
2. Demonstrated knowledge and understanding of the Municipal Act, the Municipal Freedom of Information and Protection of Privacy Act, general statutes governing municipal operations and thorough knowledge of by-laws administered and enforced by the City Clerk's Office.
3. Excellent interpersonal and written communication skills and ability to deal diplomatically with the public, elected officials, the senior management team, and staff.
4. Acute sense of confidentiality and judgement required.
5. Strong organizational skills with ability to work and act independently and in a team environment and the ability to manage multiple tasks and operate within timelines.
6. Experience in researching, analyzing and developing policies and procedures.
7. Proficient in a computerized Windows environment with working knowledge of Microsoft Office software (Word, Excel, Outlook, PowerPoint), desktop publication and database software application.