

## CITY OF HAMILTON

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

#### CO-ORDINATOR, ENFORCEMENT & SUPPORT

#### SUMMARY OF DUTIES

Reporting to the Manager, Provincial Offences responsible for direct supervision of the Senior Court administration clerk, and collections in the performance of collection of overdue fines (utilizing the Court Administration Management System) and overdue fine process within ICON (Integrated Courts Offence Network). In addition, the position will act as Clerk of the Court as required.

The Co-ordinator is expected to exercise sound independent judgment and discretion in carrying out their responsibilities, within the framework of legal, policy and procedural requirements, and maintain highly effective working relationships with court administrators, judicial officers and courtroom staff.

#### GENERAL DUTIES

Responsible for all collection activity by internal staff and third-party external collection agencies including preparation of the RFP (Request for Proposals) and monitoring of performance levels. Responsible for ensuring the accurate release of all enforcement means such as Driver's License suspension, denial to renew license plate sticker and defaulted fines which may involve civil enforcement through small claims court and tax rolling.

Responsible for scheduling and providing guidance and direction to staff as well as manage performance.

Trains and supervises support staff performing enforcement and analytical functions.

Supervises work and assists staff in the development, implementation and maintenance of computer systems, application programs, databases and computer files for maintenance management.

Actively participates in problem resolution for service delivery to meet customer requirements and/or solve customer problems.

Develops, recommends and implements performance standards, policies and procedures related to Customer Service, which promote a quality service approach to ensure the highest level of customer satisfaction.

Provides assistance to Court Administration, enforcement agencies, prosecutors and the legal profession as needed as it relates to collections of defaulted fines.

Receives and responds to any inquiries, concerns filed by a member of the public, Judiciary, prosecutors, enforcement agencies or legal profession as it relates to a duty completed by a staff member providing enforcement or analytical duties.

Develops, implements, administers and monitors Provincial Offences procedures related to enforcement processes.

Ensures the prompt and correct implementation of legislated guidelines and court rules adjusting workflow as necessary.

Provides direction, leadership and coordination of teamwork; motivates and encourages staff to achieve high levels of performance and productivity; fosters a work environment which supports customer service, innovation, and quality of service.

Prepares for and participates in the labour management process by providing input to the collective bargaining process inclusive of representing management at mediation, arbitration, and grievance meetings.

Manages specific projects and investigative assignments such as process improvements or re-engineering, assessment of service delivery compliance within legislated standards, training and employee development programs, and departmental performance measurement and monitoring frameworks.

Ensures operational expenditures are within approved budget; make recommendations in terms of capital and operating budget requirements.

Monitors stock and when required orders and arranges for delivery of court forms.

Participates in staff recruitment process, interviews, training, evaluations and attendance reporting.

Recommends for approval of vacation/overtime requests ensuring operational needs are met. Attendance reporting for sick leave on a daily basis to our representative in the Customer Service/POA department.

Signs as Clerk of the Court for certified copies.

Signs as Commissionaire of Oaths for court documents.

Arranges for service on office equipment when necessary.

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.

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.

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

## **QUALIFICATIONS**

1. Developed understanding of court administration, and human resources concepts normally acquired by the completion of a university degree in Business Administration or related discipline and/or a combination of education and work experience in a court environment.
2. Experience in a computerized environment. Advanced skills and working experience with ICON (Integrated Courts Offence network), CAMS (Court Administration Management System) and Microsoft (MS) Applications such as Word, Outlook, Excel, etc., would be an asset.
3. Must have excellent verbal and written communication skills. Demonstrated ability to relate effectively with peers, all levels of management, residents, and members of Council. Excellent people skills with an emphasis on customer service and training.
4. Knowledge and understanding of statutes and regulations relating to The Provincial Offences Act and court administration matters. Demonstrated knowledge of Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Occupational health and Safety Act (PHSA), Employment Standards Act (ESA), Accessibility of Ontarians with Disabilities Act.
5. Demonstrated supervisory experience required in a court administration or support environment.
6. Must be able to work independently and in a team environment.

7. Working knowledge of budget process and budget control.
8. Demonstrated record of decision-making and problem-solving skills dealing with challenging situations including conflict resolution.
9. Must possess strong organizational and time management skills.
10. Demonstrated ability to challenge, lead and motivate others to excel in an environment that fosters innovative approaches to problem-resolution.
11. Demonstrated knowledge of Health and Safety Act and applicable regulations as it relates to the position.
12. 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.**

\*\*\*\*\*