

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (CITY CLERK'S DIVISION – CORPORATE RECORDS & FREEDOM OF INFORMATION - LOCATION - 71 MAIN ST. W. 1ST FLOOR)

MANAGER, COPORATE RECORDS & FOI

SUMMARY OF DUTIES

Reporting directly to the City Clerk, is responsible for the management of the Corporate Records and Information Management Program by ensuring compliance with the Municipal Act, the Assessment Act, the Vital Statistics Act, the Marriage Act, the Commissioner for Taking Affidavits Act, the Lobbyists Registrations Act, the Line Fences Act, and ensures the municipality's compliance with the legislated requirements of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Personal Health Information and Privacy Act (PHIPA), Personal Information and Personal Electronic Data Act (PIPEDA) and all other related and emerging privacy legislation. Acts as a Commissioner of Oaths for all relevant City business. In the absence of the City Clerk, performs all statutory duties as defined by legislation.

GENERAL DUTIES

Manages the administration of the Municipal Freedom of Information and Protection of Privacy Act, ensures adherence to legislative requirements of the Act and prepares and files Annual Statistical Report required by the Information & Privacy Commissioner.

Manages the corporate program of maintaining corporate records and protects the privacy, confidentiality and security of personal and proprietary information in the development and delivery of corporate programs, projects and initiatives.

Manages customer services for the Clerks Office, including processing requests for access to public information/records, enabling public inspection of the Assessment Roll, providing Commissioner of Affidavit Services, verifying and signing Foreign Pension documentation and providing proof of life and residency letters.

Responsible for the administration of issuing marriage licenses and burial permits. Acts as agent for the Province (i.e. Deputy Division Registrar) by ensuring that all marriages and deaths are properly recorded and forwarded to the Provincial Registrar General for registration.

Executes official Corporate documents such as Agreements, By-Laws and Contracts; certifies copies of official documents and accepts service of legal documents served on the City.

Develops and implements corporate-wide business requirements for an electronic document management system and apply appropriate solutions to the management of electronic documents for City Clerks Division.

Monitors amendments to Revised Statutes of Ontario having impact on MFIPPA and the Municipal Act to ensure continued compliance.

Evaluates and provides advice and direction to Departments to ensure activities, proposed programs and technologies meet statutory requirements.

Responsible for researching, writing reports and making recommendations to City Council and SLT on all aspects of Records Management, MFIPPA matters, Vital Statistics and Lobbyist Registry.

Researches, analyses, writes, updates and implements the City's Records Retention by-law.

Communicates with and provides leadership to a diverse group of stakeholders, inclusive of but not limited to the Mayor

and Council, candidates, the public, agencies and boards, the media, as well as staff and hired contractors on all legislative and policy issues in a political and time sensitive environment.

Ensures the appropriate processing of all access to information requests and appeal on access and privacy cases by establishing and monitoring a framework to effectively channel and handle all access to information requests and protect the privacy, confidentiality and security of personal and proprietary information.

Manages, the City's vital records and micrographic programs.

Maintains an appropriate disaster recovery plan for corporate records.

Responsible for ensuring that City Clerks information pertaining to Freedom of Information, Bylaws and records in maintained and updated on the City's website.

Responsible for ensuring assessment roll changes are completed as a result of decisions made by the Assessment Review Board.

Participates in the development of Divisional goals and objectives. Develops, implements and monitors an operational plan for the organizational unit, and ensures alignment with Divisional, Departmental and corporate plans.

Provides strategic leadership, mentoring and direction to records, vital statistics, imaging, program co-ordinator and FOI staff. Manages staff and staffing requirements including interviewing, hiring, orientation and regular performance reviews. Evaluates needs and ensures adequate training and career development for staff. Provides opportunities for regular staff input and feedback to enhance management and team performance.

Responsible for developing and managing Section budgets, business plans, workplans, performance measures and procurement of hardware/software.

Participates in budgetary process by responsibly projecting and maintaining costs associated with the organizational unit. Develops and monitors current sectional budget consistent with the Division's operating objectives. Develops mitigation strategies as required to meet future demands and demonstrated budgetary restraints.

Participates as a member of Clerk's Management Team.

Participates in labour relations matters by maintain close liaison with Human Resources.

Authorized to perform all statutory duties as defined by legislation in the absence of the City Clerk.

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 or procedures.

Provides assistance as required from time to time for special projects affecting the Division, including municipal elections.

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. University Degree in Business Administration, Library Science, Archival Studies or equivalent combination of

education and related work experience with five to six year's related experience in a management or supervisory capacity preferably in a municipal setting.

2. Progressive professional experience in Records Management and demonstrated leadership in advancing technologies, business practices and efficiencies in all aspects of records management.
3. Knowledge of pertinent records, information management, access and privacy legislation, ideally from a local government perspective in Ontario.
4. Solid knowledge of legislation and regulations pertaining to records access and privacy including the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), and the Personal Information Protection and Electronic Documents Act (PIPEDA).
5. Sound knowledge and understanding of Records Management and Retention legislation required under The Municipal Act, including experience with electronic document management programs. Working knowledge of legislation governing municipal operations including the Assessment Act, the Vital Statistics Act, the Marriage Act, the Commissioner for Taking Affidavits Act, the Lobbyists Registrations Act, the Line Fences Act, and the parliamentary practices and procedures.
6. Records and Information Management Certificate would be considered an asset.
7. A.M.C.T. Professional Designation an asset, or other Parliamentary experience.
8. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big picture thinking.
9. Highly effective leadership, facilitation, communication, presentation and interpersonal skills.
10. Demonstrated ability to effectively manage a team in a results oriented environment.
11. Demonstrated financial management skills developing, implementing and monitoring operational and capital budgets.
12. Proven ability to contribute meaningfully to the strategic and business planning processes and direction of the organization.
13. Excellent interpersonal and communication skills and ability to deal diplomatically with elected officials, government departments, all levels of management, staff and the public.
14. Computer proficiency in Word, Excel, Internet and database applications.
15. Acute sense of confidentiality and judgment required.
16. 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.
17. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
18. Ability to attend evening Council/Committee meetings as required.

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