

## CITY OF HAMILTON

**PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT**  
**(MUNICIPAL LAW ENFORCEMENT DIVISION – PARKING & BYLAW SERVICES – LOCATION 330 Wentworth St N. 2<sup>nd</sup> floor)**

### **BYLAW CLERK - CUPE 5167**

#### **SUMMARY OF DUTIES**

Reporting to the Manager, Service Delivery Licensing and Bylaw Services, provides clerical and administrative support to the Municipal Law Enforcement Section in the enforcement of various municipal by-laws.

#### **GENERAL DUTIES**

Provide administrative support to the Municipal Law Enforcement Section by:

Answers enquiries via MLE inbox, and the phone queue from general public, property owners and occupants on various Municipal By-laws, investigations and enforcement process

Enter Action Requests from complaints received into the AMANDA database from the public, phone que, email and on-line complaint form and assign to Officers based on work assignments and Ward areas

Action the Officer Request mailbox, to complete contractor requests, change existing folder by-law, address, officer Receive requests from Risk Management Claims Adjuster and complete property history searches on specific complaints, violations and enforcement efforts and respond back

Receive Freedom of Information requests from City Clerk's office, gather all information from Database, emails, staff notes and prepare package on property history

Prepare monthly spreadsheet on Fee For Service charges and Contractor costs that are issued to property owners and send to Taxation to be added to property taxes; ensuring to check tax roll numbers and using Vailtech database ensure correct property owner is listed and fees correctly applied

Prepare documents such as orders to comply, discharge orders and communication letters ensuring correct owner information for by-law violations and ensure appropriate timelines and appropriate signatures

Generate monthly Vacant Building Registry renewal notices. Process payments in Amanda database, update and mail out Vacant Building Certificates. Schedule and update quarterly inspections on the MLE Officer's to-do-list.

Support Proactive Property Standards Officer by entering Officer Enforcement Actions, generate and mail Orders

Develop and maintain Standard Operating Procedures for by-law clerk position

Perform general office tasks such as photocopying, filing documents, outgoing mail, ordering supplies etc

Liaising with staff to ensure requests/needs are met

Schedule and provide AMANDA training for new staff

Input, retrieve and update by-law enforcement database (AMANDA) to ensure appropriate and correct information including property owner and division response

Creating and maintaining office files and filing systems including paper files, computer databases and microfiche.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

Work 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. Previous administrative experience in a customer service capacity, preferably with enforcement knowledge or similar operations experience. Experience in working in an enforcement environment would be considered an asset
2. Ability to deal with difficult or irate callers and those that provide inaccurate or incomplete information and to take and maintain a firm/correct stand when controversies arise. Superior telephone manners and good listening skills.
3. Knowledge and understanding of computer applications including Microsoft office (Word, Excel, Outlook) at an Intermediate level and experience with database software. Knowledge of PeopleSoft H/R Financial and Amanda would be considered an asset.
4. Demonstrated experience and skill to input and manipulate data accurately at an acceptable Intermediate speed. Able to create statistical reports and graphs by bringing information together from various sources.
5. Excellent people skills with an emphasis on customer service. Ability to display demonstrated tact and professionalism in dealing with elected officials, customers, supervisors and peers.
6. Previous experience interpreting, explaining and applying regulations, governing by-laws or policies to carry out assignments and apply them to specific situations.
7. The ability to exercise discretion when dealing with confidential information.
8. Effective verbal and written communication skills are essential.
9. Ability to work effectively with others and to display and foster teamwork within the work unit.

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

\*\*\*\*\*