

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (LICENSING & BYLAW ENFORCEMENT DIVISION – ANIMAL SERVICES– LOCATION – 247 DARNTALL RD.)

SUPERVISOR, ANIMAL SERVICES - CUPE 1041

SUMMARY OF DUTIES

Reporting to the Manager, Animal Services, responsible for the supervision of clerical, communications, veterinary and custodial staff respecting the administration of the municipal animal control and animal sheltering programs. Responsible for the ongoing maintenance of the electronic Licensing, Code Enforcement and Customer Service databases. Provide innovative and creative solutions to enforcement and operational situations using industry best practices. Participates in the development of the Animal Services business plan.

GENERAL DUTIES

Supervise enforcement, dispatch, clerical and custodial personnel by providing direction and guidance, preparing work schedules, assigning duties, developing and implementing training protocols, monitoring adherence to enforcement procedures, reviewing, and managing performance, including the administration of discipline, as required. Mediate internal staff conflicts and resolve work related issues.

Participate in recruiting interviews and testing and make recommendations respecting each applicant's suitability.

Encourage staff to strive for continuous improvement and act as a mentor by providing on-going coaching, team building, training and direction to ensure that service quality levels are met.

Receive, record, investigate and respond to complaints respecting staff and implement corrective measures as may be necessary.

Review enforcement policies, procedures and by-laws. Recommend policy and procedure amendments pursuant to the Provincial Offences Act, the Pounds Act, the Animals for Research Act, the Dog Owners Liability Act, the Livestock, Poultry and Honey Bee Protection Act, the Canada Evidence Act and the Ontario Evidence Act in consultation with the Manager. Recommend by-law amendments pursuant to operational requirements.

Develop programs consistent with internal and external stakeholders' needs by collecting and analysing information, researching case law and the best practices of comparable municipalities.

Plan, implement and supervise the execution of emergency response protocols, including assessing the need for additional staffing and initiating required manpower requests.

Establish comprehensive guidelines for preparation of complex investigative reports to ensure that alleged violations are supported by appropriate evidence and that all legal requirements for presentation in court have been met. Prepare Crown Briefs and review Briefs prepared by other staff pursuant to the Provincial Offences Act.

Investigate high profile or politically sensitive complaints and provide clear and concise information to property owners, operators, contractors and municipal officials for the purpose of establishing priorities, identifying objectives, and/or providing policy advice. Investigate alleged violations and enforce municipal by-laws and Provincial Offences Act.

File Provincial Offences Act Certificates of Offence (Part I and III) with the Courts. Provide Testimonial, Documentary and Real evidence to the Courts as required under the Act.

Review charges laid by staff to ensure consistency with provisions of the Canada Evidence Act, the Ontario Evidence Act, the Charter of Rights and Freedoms and municipal by-laws as applicable.

Compose correspondence and reports and develop service agreements with various internal departments.

Compose by-laws appointing Municipal Law Enforcement Officers for consideration by Council.

Responsible for supervision of:

- the release or humane destruction of quarantined animals as directed by Social and Public Health Services
- the provision of rabies vaccination information to Social and Public Health Services
- the municipal law enforcement, dispatch and customer service programs
- the animal licensing program
- the intake and disposition of sheltered animals and the maintenance of records respecting all animals received, collected, impounded, released and euthanized
- the purchase of enforcement and shelter equipment and materials
- the maintenance of shelter property
- the provision of veterinary care

Recommend policy changes to encourage strategic alliance opportunities, maximise revenues and ensure compliance with legislatively mandated service requirements. Initiate contact and negotiate with various internal departments relating to additional enforcement activities and implement service level agreements for services requested.

Responsible for the monitoring of Animal Services budgets. Provide operational, statistical and cost analysis to management. Participate and make recommendations in the development of the annual budget. Authorise expenditures respecting the operation of the Shelter and Enforcement Program within approved purchasing signing limits.

Review and approve the purchase and dispensing of veterinary medical supplies, including sedatives and euthanizing agents pursuant to the Animals for Research Act.

Liaise with municipal, provincial and federal government agencies as well as with other public and private sector groups relevant to Animal Services, including the Police, the S.P.C.A., and the Association of Municipal Shelters.

Attend public and private meetings with elected officials, Hamilton Police Services, various internal and external stakeholders and business partners.

Represent the Department on corporate and community committees and project teams.

Liaise with all contracted Veterinary services and such other contracted service providers and ensure compliance with all contracts.

Receive and respond to inquiries from Council, staff from other departments, outside agencies including the press, and the public.

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

QUALIFICATIONS

1. Previous experience related to Animal Services and Law Enforcement normally acquired through a college level education in a Law and Security program or successful completion of the Association of Municipal Law Enforcement Officers of Ontario Certification Program or previous work experience directly related to Animal Services and the enforcement and prosecution of municipal by-laws under Parts I and III of the Provincial Offences Act.
2. Demonstrated administrative and supervisory experience.
3. Must possess strong organizational, analytical, verbal and written communication skills.

4. Experience in a computerized environment. Working knowledge of Microsoft Applications (Word, Excel, Outlook, PowerPoint, and networked client/server database management system. Working knowledge of PeopleSoft, SMS, Hansen and Crystal Reports would be considered an asset.
5. Working knowledge of the Provincial Offences Act, the Pounds Act, the Animals For Research Act, the Livestock, Poultry and Honey Bee Protection Act, the Canada Evidence Act, the Ontario Evidence Act and related Provincial Statutes and municipal by-laws. Demonstrated ability to understand, interpret and apply provincial and municipal legislation as required.
6. Demonstrated knowledge of investigative procedures and techniques, report writing and general accounting principals.
7. Demonstrated ability to create a customer focused culture and implement customer service initiatives.
8. Must possess a valid Class "G" driver's licence.
9. Must be able to work outside of a normal work schedule for both planned and emergency situations as required. Must be able to travel to remote sites regardless of weather or road conditions as required,
10. Certification as a Municipal Law Enforcement Officer in accordance with Ontario MLEO Association guidelines would be considered an asset.
11. Previous experience running a Municipal Adoption Program an asset.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

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