

CITY OF HAMILTON

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

CO-ORDINATOR, COURT SERVICES

SUMMARY OF DUTIES

Reporting to the Manager, Provincial Offences responsible for direct supervision of Court Administration staff in the performance of clerical functions and for program co-ordination for the Section in areas of customer service and overseeing ICON management functions.

GENERAL DUTIES

Supervises support staff performing customer service and clerical functions as well as ICON management 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.

Administers and co-ordinates the daily operations of the court.

Works in conjunction with and liaises with the Judiciary, members of the legal profession, Hamilton Police Force and other enforcement agencies and the Ministry of the Attorney General and the provincial agencies to co-ordinate daily operation of the Court.

Liaises with Judiciary, Prosecutors and enforcement agencies with respect to court scheduling. Logs and reports when Justices of the Peace are seized with a court matter to the Local Administrative Justice of the Peace.

Provides assistance to the general public, police and legal profession.

Receives and answers inquiries from the public at counter by responding to questions and providing necessary information by accessing various screens on ICON to display and verify status for reports.

Monitors and interprets budget accounts.

Schedules and monitors lengthy trial matters as well as pre-trials.

Develops, implements, administers and monitors Provincial Offences procedures.

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

Liaises with the Province of Ontario for updating of security levels for individual office employees on ICON computer.

Receives inquires by telephone or in person and reviews the concerns/complaints with the customer.

Updates court master plan.

Monitors stock and when required orders and arranges for delivery of office supplies, tickets and all legislated forms.

Requests from ICON support regarding adding new sections and statutes into ICON.

Receives inquiries by telephone or in person and reviews the concern by the client or representative of a Municipality, City of the Province as necessary.

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

Schedules staff on a rotational basis through the six workstations.

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 Clerks Department.

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Manipulates ICON when closing court tiers or opening when requested by the Judiciary.

Monitors officer availability on ICON when scheduling trials to best utilize all court time.

Monitors unmatched payment accounts and arranges for refunds by preparing cheque requisitions. Matches payment to case when misapplied payment occurs.

Prepares cheque requisition to replenish witness fee floats and refunds.

Signs as Clerk of the Court for certified copies and Certificates Requesting Conviction for parking offences.

Signs as Commissionaire of Oaths for court documents.

Arranges for service on office equipment when necessary.

Checks mail payments for correct amounts, signatures on cheques, US cheques and post dated cheques before giving to cashiers to process.

Researches and co-ordinates projects as required.

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, customer service and human resources concepts normally acquired by the completion of a Community college diploma in Business Administration or related discipline and/or a combination of education and work experience in a court environment.

2. Must possess excellent interpersonal and communication skills and the ability to deal diplomatically with government departments, all levels of management, staff and the public.
3. Knowledge and understanding of statutes and regulations relating to The Provincial Offences Act and court administration matters.
4. Experience in a computerized environment. Working knowledge of Word, Excel and database management software. Knowledge of ICON (Integrated Court Offences Network) would be considered an asset.
5. Demonstrated supervisory experience preferably in a customer service environment or operational environment.
6. Demonstrated ability to analyze and interpret statistical and financial information.
7. Must be able to work independently and in a team environment.
8. Must possess strong organizational and time management skills.
9. Demonstrated knowledge of Health and Safety Act and applicable regulations as it relates to the position.
10. Flexible availability with 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.
