

# CITY OF HAMILTON

## PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (BUILDING DIVISION – LOCATION – 71 MAIN ST. W.)

### POLICY & TRAINING CO-ORDINATOR

#### SUMMARY OF DUTIES

Under the direction of the Director, Building & Chief Building Official provides guidance and directs a comprehensive range of policy and systems support services by providing policy development co-ordination; education initiatives; and technical training and development co-ordination. Co-ordinates administrative activities within the Division as directed and follows-up on outstanding matters as needed. Works independently with minimum supervision on multiple activities within the Division, ensures deadlines are adhered to, established procedures are followed and follows-up on outstanding issues as appropriate.

#### GENERAL DUTIES

Develops a divisional training plan by identifying and assessing needs and skills requirements. Involves reviewing the quality, quantity and performance of staff as identified in the employees Performance Accountability and Development (PAD) plan.

Develops and provides a divisional education strategy based on research, networking, and proven marketplace instruments.

Provides program development and evaluation by identifying program objectives, activities, outcome and indicators of each program.

Establishes and recommends individual training programs and facilitates mentoring for all divisional staff. Sets goals for individual employees to meet divisional mandate, and reports to Divisional Managers on staff preparedness and qualification levels to perform duties.

Responsible for ensuring that building officials (chief building officials, supervisors, managers, plans examiners and inspectors) are qualified and registered with the Ministry of Municipal Affairs and Housing as required by the Building Code Act. Includes the tracking of any OBOA or MMAH certification and qualification maintenance program.

Coordinates internship programs for Building Officials in accordance with the Ontario Building Officials Association and/or the Ministry of Municipal Affairs and Housing guidelines.

Responsible for conducting research regarding policies and standard operating guidelines related to relevant legislation(s), building code interpretation(s), zoning interpretation(s), best practices, enforcement and administration functions of the division.

Develops policies, procedures, guidelines and best practices to ensure consistent and appropriate interpretation related to relevant legislation(s), building code interpretations, zoning interpretations, best practices, enforcement and administration functions of the division to minimize liability for the municipality.

Develops internal procedures relative to operational controls and best business practices, and in conjunction with the Director, assists in the development of financial controls in accordance with established financial policies.

Participates in the overall planning, coordination, decision making and creation of the divisional annual work plan.

Oversees the development and administration of an auditing program for review of plans and inspections to ensure that time frames for permit issuance and inspection comply with the mandated requirements of the Building Code Act and the Building Code.

Develops and implements a performance standard for the Building Division as directed by the Director and recommends related monitoring and performance measures through AMANDA to determine strengths and needs of staff, to identify training needs and goal setting measures to reach optimal performance levels. Includes oversight of development of performance indicator tools (e.g. 'dash boards' or similar).

Responsible to coordinate initiatives/projects and manage programs and proposals as delegated and/or directed by the Director.

Writes reports to Council or Committees thereof as directed by the Director.

Liaises and consults with Advisory Committees and Council as directed.

Participates in special projects such as developing statistical analysis, coordinating industry requests, preparing background research etc. for the purpose of sharing with internal and/or external persons/groups.

Routinely deals with managers, staff and other municipal staff. Occasionally interacts with elected officials, other external agencies, builders, developers, and the general public. Expected to use communication skills to obtain the information from individuals beyond sphere of influence.

Provides back-up support to the Co-ordinator, Building Division role as needed in times of absence or workloads necessitates in the assigning, prioritizing and scheduling activities pertaining to Building Division requests, inquiries and complaints received through the Councillors' Office.

Provides back-up support and assistance during peak times in the preparation of legal documents for Legal Services: summonses, corporate searches, deeds, exhibits, will-says, post-court documents and dispositions of the court and collates briefs, arranges witness attendance and liaises with Municipal Prosecutors in the absence of the Building Division Enforcement Assistant.

Gives no direct supervision, but provides guidance and direction on areas of expertise when needed.

Works independently on general tasks, using the BCA / OBC and divisional, departmental and general corporate policies and standards as references.

Requires the ability to make decisions based on legislation, standard corporate policy and procedures and to work independently within the limits of policy.

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. Progressively responsible experience, apply knowledge and theories of Business Administration normally acquired by obtaining a degree in a related field or an equivalent combination of education and relevant work experience.
2. Thorough knowledge and understanding of the building construction industry practices and processes is an asset.
3. Considerable and practical administrative/managerial experience.

4. Qualification by the Ministry of Municipal Affairs and Housing in 'Legal' would be an asset.
5. Familiarity and understanding of statutes and regulations appropriate to the building and licensing industries and prosecutorial process.
6. Demonstrated competency to analyze complex problems and issues.
7. Must have above average analytical and problem solving skills.
8. Must possess strong organizational, verbal and written communication skills.
9. Must possess excellent interpersonal skills and demonstrated tact and professionalism.
10. Ability to foster and function in a team-based environment.
11. Ability to work independently, taking initiative and ability to meet tight deadlines.
12. Highly developed concentration and accuracy skills is required in the preparation of research and analysis work.
13. Proficient in a computerized Windows based environment with a working knowledge of Microsoft Office software (Outlook, Word, Excel and PowerPoint).
14. Working knowledge of the AMANDA software application would be an asset.