

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT **(BUILDING DIVISION – LOCATION – CITY HALL)**

MANAGER, PLAN EXAMINATION

OVERVIEW

Reporting to the Director of Building Services provides strategic leadership, through subordinate management, to a multi-functional workforce engaged in delivery of services to the public. Recommends policies and long range strategies in the delivery of services to meet mandated goals and objectives.

Accountable for establishing and achieving Sectional goals and objectives through the effective and efficient use of financial and staff resources. Uses a “best practices” approach in developing and delivering quality services in a timely and cost effective manner. Instills a customer service focus in the Section.

Evaluates and reports on the Section’s service, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Possess a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development and are results oriented.

Possess a high level of personal integrity and are an excellent communicator.

This position has been designated as the Deputy Chief Building Official.

RESPONSIBILITIES

You will assume accountability and responsibility for the Customer Service Section and meet the growing needs of the residents and businesses of the new City of Hamilton.

The Manager is accountable to the Director of Building Services for ensuring the Building Construction Program is provided in accordance with City and Provincial guidelines with minimal disruption to the public and in the most effective and efficient manner consistent with the City of Hamilton Mission and Vision.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Participate in strategic planning and direction of the Division.

Lead an effective Section team, providing coaching and advice to subordinate supervisors to optimize performance.

Participate in the development of annual operating and capital budgets.

Implement customer service initiatives and create a customer focused culture.

Respond to various Corporate, community, Provincial or Federal proposals for service initiatives, changes or enhancements.

Provide professional consultation, including reports, to Council and its Committees.

Prepare work schedules, assign duties to staff, establish priorities, conduct staff hiring, monitor and evaluate staff performance, discipline and train staff, as well as assist in developing staff to their full potential.

Direct and manage the general administration of the work area under his/her jurisdiction by developing and recommending new policies and procedures and monitoring existing ones to maximize utilization of section resources.

Advise design professionals, industry, and the public on regulatory requirements. Liaise with the construction and real estate industries as well as legal counsel, professionals, and staff of other levels of government.

Ensure compliance of Federal, Provincial Statutes and municipal by-laws which control buildings by permit issuance and field enforcement.

Manage a group of technical building specialists issuing building permits and performing site inspections to ensure compliance with the OBC and municipal by-laws.

Appear in court to represent the City for prosecutions.

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

QUALIFICATIONS

1. Progressively responsible management experience, apply knowledge and theories of Civil Engineering as it relates to building construction normally acquired by obtaining a degree or diploma in a related field or an equivalent combination of education and relevant work experience.
2. Professional Engineer (PEng) is beneficial.
2. Highly developed analytical and business planning skills with a proven track record for long term visioning and big picture thinking.
3. Highly developed ability to lead and inspire others.
4. Highly effective leadership, facilitation, communication, interpersonal and organizational skills in a predominantly unionized environment.
5. Demonstrated ability to effectively manage a multi-disciplinary staff in a results oriented environment.
6. Experienced in delivering customer focused programs and services.
7. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
8. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the Section.
9. Computer literacy in electronic mail, Internet, word processing, and spreadsheet applications.
10. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.