

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **(PARKING & BYLAW SERVICES DIVISION – LICENSING – LOCATION – 77 JAMES ST. N., SUITE 250)**

LICENSING COMPLIANCE OFFICER – CUPE 5167

SUMMARY OF DUTIES

Reports to the Supervisor, Licensing Compliance. Investigates, analyses, interprets and seeks compliance of the Business Licensing, Zoning, Sign, Property Standards, Lottery and Yard Maintenance by-laws. Reviews, investigates and resolves related inquiries, complaints and advocates in assisting to gain compliance. Act as an Ambassador for businesses with a focus on the Open for Business philosophy.

GENERAL DUTIES

Licensing Compliance Officer investigates, enforces, analyzes, interprets and seeks compliance related to licensing, signs, lotteries, zoning, property standards and yard maintenance by-laws. These include such areas as business establishment licensing, residential care facilities, and other related schedules under the corresponding by-laws and assists other officers in the Licensing section as required.

Speaks to applicants, customers, Licensees and property owners at the front counter and in the field to assist with file specific inquiries. As well as provide education, clarification and direction to customers to assist with compliance.

Investigating observed licensing, permits and zoning by-law related issues and/or actual/potential violations to proactively enforce by-law requirements;

Works towards sectional goals and provide information and data to support these goals.

Follows the Progressive Enforcement Policy to obtain compliance.

Utilizing policy/procedure to interpret and apply the appropriate by-law to ensure enforcement/compliance;

Taking appropriate action based on investigative results and policies and procedures including issuing orders, tickets and summonses and to prepare for Tribunals and Injunctions.

Identifying and making recommendations for management approval where enforcement includes consideration of other relevant factors such as evidence presented, history and timeframe for compliance;

Represent the Licensing section as an ambassador of the City to assist and educate new or unlicensed business and facilitate them through the Licensing process to ensure compliance.

Completing written and/or verbal reports and correspondence;

Contacting and/or liaising with other regulatory agencies or bodies such as the Alcohol and Gaming Commission of Ontario, Hamilton Police Service and/or other departments to affect a resolution, to report issues outside the City's jurisdiction and/or to clarify enforcement related policy/procedure;

Inputting and retrieving complaint and inspections related data;

Maintaining paper and computerized records for investigations, interviews and inspections such as daily notebook;

Preparing, collecting and giving evidence in court and/or in licensing and property standards tribunals and Injunctions

Following up on expired licenses and permits to achieve compliance.

Provide feedback on by-law amendments and/or policy/procedural changes.

Operate equipment such as a two-way radio, cell phone, computer, digital camera and basic construction measuring tools and accessories to ensure the complete and accurate reflection of inspection reports and evidence.

Drive a vehicle to complete investigations/inspections and attend other agencies, offices and court.

Must work in a variety of conditions including inclement weather, dust, dirt etc.

Must wear a uniform.

Must be able to work shifts, including days, afternoons and weekend work

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.

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

QUALIFICATIONS

1. Previous law enforcement experience or completion of relevant education such as Law and Security administration or Police Foundations.
2. Completion of the Ontario Property Standards Association of Ontario Basic Course (Level I), or the ability to complete within one year in the position. Preference will be given to candidates that have completed the Basic Course (Level 1). Completion of the Intermediate Course (Level II) or the ability to complete the course within two years in the position and the ability to complete the Advanced Course (Level III) and become certified within three years in the position.
3. Successful completion of the Municipal Law Enforcement Officer's Association's Foundations and Advance courses would be an asset.
4. Demonstrated ability to interpret and apply by-laws and legislation.
5. Proven problem solving ability and a focus on an Open for Business approach.
6. Demonstrated ability to communicate effectively with the public, peers, supervisory staff, other departments and other agencies, both verbally and in written form, in responding to inquiries and/or complaints.
7. Proven ability to act in a confident and professional manner under stressful situations, including providing evidence in court or for Injunctions as well as at Licensing Tribunal and Property Standards Committee and responds promptly to customer needs.
8. Demonstrated ability to conduct investigations/inspections including the preparation of written reports, briefs, evidence and other related documents and correspondence.
9. Experience working in a computerized environment with a working knowledge of computer applications such as Microsoft Outlook, Word and Excel. Previous experience with database management software such as HANSEN or AMANDA would be an asset.

10. Training in mediation or dispute resolution would be considered an asset.

NOTES:

Must possess and maintain a valid Class "G" Driver's License in the Province of Ontario and a point-free driving record and/or record found satisfactory to the City of Hamilton and proof thereof is required after hire.

As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Reference Check or Vulnerable Sector Screening, at their own expense, prior to beginning work in this position.

Shift work, including days, afternoons and weekend work.

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