

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(PLANNING DIVISION – DEVELOPMENT PLANNING, HERITAGE AND DESIGN – LOCATION – 71 MAIN STREET WEST)

COORDINATOR, BUSINESS FACILITATION

SUMMARY OF DUTIES

Reporting to the Manager, Development Planning, Heritage and Design, the Coordinator, Business Facilitation will provide leadership to subordinate staff in multi-disciplinary team environments. The Coordinator, Business Facilitation acts as a resource, provides technical assistance and acts as a central contact person, to assist new and growing businesses throughout the development approval process required to facilitate the City's growth and redevelopment. The Coordinator, Business Facilitation ensures development application review activities are performed in a timely and efficient manner and provides problem resolution on complex development approvals and issues.

Aid in the preparation of sectional reports identifying how the operation performed against established benchmarks related to services, financial, administration and staff performance.

Lead by example and function as a mentor to subordinate staff.

SPECIFIC DUTIES

Assumes the responsibilities of the Manager, Development Planning, Heritage and Design, in his/her absence.

The Coordinator, Business Facilitation will interact with applicants and their agents on all applications related to development proposals as required, including the preparation and implementation of any associated correspondence and Council reports.

Supervises and provides direction for Business Facilitators in the facilitation, co-ordination and provision of advice on all development approvals according to uniform established procedures and within legislated timelines.

Leads and monitors staff to ensure adequate coverage for all Customer Service areas. Reviews and adjusts workload of Business Facilitators when necessary.

Prepares work schedules, assigns duties to staff, establishes priorities, participates in staff hiring, monitors and evaluates staff performance, recommends discipline and trains staff, as well as assisting in developing staff to their full potential.

Approves vacation, flex time and overtime requests in keeping with the operational needs of the Business Facilitation section.

Reviews, comments and prepares reports to Standing Committee and Council on complex development applications, including Site Plans, Zoning Applications, Official Plan Amendments, Subdivision Plans, Part Lot Control and Condominiums.

Liaises with Business Facilitators on a regular basis to ensure up to date knowledge is maintained regarding amendments to existing laws, codes and divisional policies and procedures and recommends implementation methods for new legislation.

Identifies and recommends training for all Business Facilitators as required.

Develops or assists in development of procedures and training relating to development application review function, mediation and dispute resolution.

Job Description #: 6361

Trains and advises staff in related work, responsibilities and department, by-laws, policies and procedures, and other applicable law.

Liaises with Local, Provincial and Federal authorities to clarify the interpretation of applicable codes, regulations and by-laws.

Liaises with other departments, the public, and outside agencies in the preparation of technical reports and responds, in writing or orally, to inquiries and complaints from elected officials, lawyers, architects, engineers, and contractors.

Resolves issues which may develop between staff, applicants, contractors, builders, homeowners or design professionals and acts as an intermediary at the request of the Manager, Development Planning, Heritage and Design.

Investigates, analyzes and resolves complex sensitive situations regarding development approvals and initiates appropriate action.

Interprets Planning Department policies for the public. Prepares new policies, and updates existing policies on behalf of the Manager, Development Planning, Heritage and Design.

Maintains comprehensive and accurate records.

Represents the Planning Division before Committees of Council, public meetings and affiliated technical committees.

Conducts in-depth studies/investigations and prepares reports and recommendations for internal and external departments and for Council, which may involve sensitive, confidential information.

Makes presentations to stakeholder groups, attends public meetings and works closely with the business and development community regarding approvals process and municipal economic development initiatives.

Receives and answers inquiries from public, staff, contractors, other departments, elected officials, lawyers, architects and engineers.

Conducts all duties responsibly, addressing risk management issues, thereby minimizing exposure to personal and municipal liability.

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.

Assist in the preparation of the annual work program.

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 major responsibilities of the job.

QUALIFICATIONS

1. University degree in Urban or Regional Planning or a directly related field with a minimum of five years of professional experience in land use development, review and implementation, or extensive years of demonstrated experience and credentials in development planning/real estate matters/business approvals.
2. Conflict resolution and mediation skills.
3. A thorough understanding of the Planning Act processes gained through practical experience.
4. Highly developed ability to articulate a vision to lead and inspire others.
5. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
6. Demonstrated ability to effectively manage a multi-disciplinary staff in a results oriented, predominantly unionized environment.
7. Experienced in creating and delivering customer focused programs and services.
8. Thorough knowledge of policies and procedures of development and typical construction practices.
9. Demonstrated ability to act independently, with strong problem solving and decision-making skills.
10. The ability to make 'judgement calls' and 'alternative measures' decisions as needed when making decisions pertaining to development proposals with respect to complete applications, conformity with guidelines and policies.
11. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
12. General knowledge and understanding of other statutes, regulations and by-laws affecting the department/section.
13. Possess a demonstrated record of technical competence, team advocacy, customer focus, staff delegation and empowerment. In addition, the Coordinator, Business Facilitation will have a responsibility for investigating and recommending innovative/creative procedures and policies for improving the development review process.
14. Possess a high level of personal integrity and be an excellent communicator.
15. Knowledge of collective bargaining process.
16. Working knowledge of relevant Microsoft Office applications (Word, Excel, PowerPoint, Access) and AMANDA.
17. Must possess a valid class "G" driver's licence.

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
