

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **(PARKING & BY-LAW SERVICES DIVISION – MUNICIPAL LAW ENFORCEMENT - 77 JAMES ST. N.)**

DIRECTOR, MUNICIPAL LAW ENFORCEMENT

OVERVIEW

Reporting to the Senior Director Parking & By-Law Services, provides strategic leadership, through subordinate management, to a multi-functional workforce engaged in the delivery of services to the public and internal clients. Recommends specific policies and long-range strategies in the delivery of services to meet mandated goals and objectives and legislative requirements.

Accountable for establishing and achieving departmental goals and objectives through the effective and efficient use of assets and 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 division.

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

Provides creative divisional leadership through consultation with an effective division management team.

Promotes teamwork and integration between units within the division and with other parties participating in cross-functional and cross-program initiatives.

Develops and empowers staff through delegation of responsibilities and accountabilities, through regular feedback, and by providing development opportunities and technical direction.

RESPONSIBILITIES

As the City's "Chief Enforcement Official", responsible overall for by-law enforcement and public safety strategies and service delivery. Is the principal liaison with other Municipal/Provincial enforcement agencies and task forces.

Assume lead accountability and responsibility for the Municipal Law Enforcement Division and delivery of the Municipal Licensing, Property Standards, By-law Enforcement, Parking Enforcement and Adjudication, Vehicle Towing and School Crossing Guard programs.

These services contribute directly to the overall health, safety and image of the Community and are essential for the Planning and Economic Development Department to meet the growing needs of the residents and businesses of the City of Hamilton.

The Director is accountable to the Senior Director Parking and By-Law Services, for ensuring that Municipal Law Enforcement services are provided in accordance with City and Provincial guidelines and legislation with minimal disruption to the public and in the most effective and efficient manner consistent with the City of Hamilton Mission, Vision, Values, Goals and Strategic Direction.

Oversee the development and monitoring of annual operating and capital budgets, including forecasting and managing multiple revenue generating streams.

Manage and approve information for release to internal/external customers with respect to confidential and sensitive enforcement issues including the media, and act as a media spokesperson.

Deal with high profile, contentious and difficult issues in the political/public domain requiring sensitivity, creativity, good judgement and the ability to protect the confidentiality and integrity of the enforcement/Court process.

Monitor operations, projects and strategic initiatives of the Division to ensure safety, service quality, cost-effective and timely delivery of services, and legislative compliance.

Attend public meetings to present the City's position/actions to the public, media and outside government bodies. Participate, and regularly act as main spokesperson concerning by-law enforcement and school safety issues.

Liase with Council members, MP and MPP offices, etc with respect to by-law enforcement matters including confidential matters before the Courts.

Ensure compliance with Provincial and Federal statutes and regulations and Municipal by-laws and policies.

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

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

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

QUALIFICATIONS

1. Proven knowledge of the practices, principles and theories of policing, law enforcement or municipal by-law enforcement normally acquired through a university degree/community college diploma in Police Studies or Law & Security or an equivalent combination of education and relevant work experience.
2. Member of, or eligible for, membership with the Municipal Law Enforcement Officer's Association of Ontario (MLEO).
3. Extensive senior management experience, preferably in a municipal environment.
4. Demonstrated experience in effectively negotiating complex agreements, settlements and resolutions to contentious issues through highly developed facilitation and consensus building skills.
5. Demonstrated experience in effectively managing a large multi-disciplinary workforce in a results-oriented and predominantly unionized environment.
6. Must be adept at being able to operate in a politically sensitive and demanding environment while protecting the confidentiality and integrity of the Court/enforcement process.
7. Demonstrated financial management skills in developing, implementing and monitoring divisional operating and capital budgets, including revenue forecasting.
8. Highly developed analytical and business planning skills with a proven track record for long-term visioning and strategic planning.
9. Highly developed written and verbal communication skills.
10. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
11. Demonstrated ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.

12. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment, staff development, and results orientation.
13. Possess a high level of personal integrity and sound judgment.
14. Thorough proven knowledge and understanding of statutes, regulations and by-laws affecting the department/division/section.
15. Demonstrated knowledge of collective bargaining process.
16. Working knowledge of computer software applications.
17. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.