

CITY OF HAMILTON

LAST REVISION – OCTOBER 19, 2023

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
LICENSING & BY LAW SERVICES DIVISION – LICENSING SECTION – LOCATION: 330 WENTWORTH STREET
NORTH, & 71 MAIN ST. 1ST FLOOR)

LICENSING ADMINISTRATOR – CUPE 5167

SUMMARY OF DUTIES

Reports to the Supervisor of Licensing Administration. Responsible for providing information and assistance to the public regarding provincial and municipal legislation and interpretation of by-laws under the Licensing section. Maintain and build client relationships by providing sensational service motivated to assist the public.

GENERAL DUTIES

Receives, processes and conducts reviews of various licence types, new and renewal applications as related to Licensing Section By-Laws.

Issues various types of licences by:

- Verifying licence eligibility requirements
- Verifying dates and schedules as needed, for licences which are date specific
- Calculating and ensuring accurate payment of fees
- Verifying submissions of required documentation and appropriate signatures to satisfy various Licence types

Approves and denies licences in accordance with Licensing Section By-Laws and makes recommendations and seeks assistance of the Supervisor as needed

Updates and maintains the AMANDA System as related to licences, compiling data, generating reports for statistical purposes, and complaints from the public, elected officials and other departments

Completes administrative work for Licensing Section By-Laws as related to individual schedules.

Responsible for counter operations.

Performs cashier functions, collecting payments for the Licensing & By-law Services Division and other departmental payments made at Licensing counters by operating equipment such as Point of Sale (LEGEND), and MONERIS

Balances daily receipts and reconciles to POS cash distribution totals. Prepares documentation for bank deposits.

Provides testimony in court proceedings, solely based on the accuracy and details of the application process.

Receives and answers inquiries from the public, staff, outside agencies, other municipalities and departments regarding a broad range of Licensing Issues.

Provides information to customers using various methods of communication (i.e. telephone, email, fax, letters and in person at Licensing counters)

Provides customers with instructions and examines documents, official papers and conducts internal investigations to determine their authenticity/validity for which the party is seeking information, relief and/or assistance.

Corresponds with local Police, the Ontario Provincial Police and/or the Alcohol and Gaming Commission of Ontario to research complaints of theft, fraud and non-compliance of Licensing Section By-laws.

Provides court administration, prepares Tribunal reports or other requested legal documents required for various outside agencies, i.e. Alcohol and Gaming Commission of Ontario.

Provides information to authorized requesters ensuring conformity with the Freedom of Information and Privacy Protection Act.

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.

QUALIFICATIONS

1. Proven knowledge of legal and business office practices and procedures including, legal administration and customer service concepts normally acquired through an equivalent combination of education and relevant work related experience.
2. Working knowledge of related Provincial Legislation (including Alcohol and Gaming Commission of Ontario's regulations and statutes), Municipal Act and City of Hamilton, Licensing Section By-Laws
3. Previous experience working in a legal or enforcement office environment.
4. Proficient in a computerized environment with strong working knowledge of Microsoft Office software (Word, Excel, Outlook and PowerPoint) and database software. Proficient at data entry, inputting with a high level of speed and accuracy. Demonstrated knowledge of AMANDA would be considered a strong asset.
5. Demonstrated ability to analyze and interpret statistical and financial information.
6. Demonstrated ability to verify data input and compares the same from a variety of sources in order to properly assess applications and reports.
7. Previous cash handling experience and financial reconciliation.
8. Must have a pleasant, courteous manner, able to deal with contentious situations and to exercise discretion, judgement, diplomacy and confidentiality while working with the public.
9. Exceptional attention to accuracy and detail with the ability to multi-task and work in a fast paced, high volume, public environment.
10. Exceptional communication (verbal and written), interpersonal and organizational skills including the ability to assess priorities and work both independently and in a team environment.