

# CITY OF HAMILTON

## PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (BUILDING DIVISION – LOCATION – 71 MAIN ST. W., 3<sup>RD</sup> FLOOR)

### COORDINATOR, BUILDING DIVISION – NON-UNION

#### SUMMARY OF DUTIES

Reporting to the Director, Building Division, assumes lead accountability and responsibility for co-ordinating responses to complaints and inquiries received by the Building Division, prioritizing those received via the Councillors' office or as assigned by the Director, related to plan examination, inspection and enforcement activities of the Building Division. Responsible for overseeing special projects and assignments in order to support Building Division initiatives.

Co-ordinates activities with other parts of the organization to promote smooth and efficient communications and information flow.

Working closely as a team, providing back-up support to the Process Analyst and the Policy and Training Coordinator roles as needed in times of absence or workloads necessitates.

#### GENERAL DUTIES

Co-ordinates and directs Building Division Staff, at the discretion of the Director, by assigning, prioritizing and scheduling activities pertaining to Building Division requests, inquiries and complaints received through the Councillors' Office to ensure that Building Division services are provided efficiently and effectively.

Oversees the development of and formulates alliances designed to foster positive working relationships and networking opportunities with both internal clients and external agencies and organizations.

Investigates high profile or politically sensitive inquiries and complaints involving property owners, operators, contractors etc. for:

- a) providing clear and concise information for municipal officials, and
- b) the purpose of establishing priorities, identifying objectives, and/or providing policy advice.

Investigates alleged violations regarding municipal by-laws, including but not limited to the Building By-law, the *Building Code Act*, Fortification By-law, Pool Enclosure By-law pursuant to the Provincial Offences Act.

Ensures appropriate departmental response and/or follow-up and takes/refers action. Communicates action and/or the status of the complaint/investigation to the Councillors office and/or other affected parties as appropriate.

Receives, researches and answers inquiries from the public received through municipal elected officials, staff, outside agencies, other municipalities and departments regarding a broad range of complex and/or controversial Building Division issues.

Receives, researches, records, investigates and responds to complaints respecting staff and forwards information to appropriate section Manager/Supervisor for any corrective measures as may be necessary.

Researches information from multiple sources, Divisions, Department, agencies and develops and provides written and verbal reports of inspection findings, actions and recommendations to Councillors' office for communication with constituents.

Ensures that proper records and reports are maintained in respect of all inquiries, complaints, investigations and subsequent related actions. Will maintain and update the Councillors complaint tracking forms/templates.

Provides input on the development and evolutions of performance standards ensuring identified outcomes are met.

Represents respective areas in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

Attends meetings and effectively communicates Division's position and provides a thorough and expeditious response follow-up to directives assigned at meetings.

Assists and liaises with the Division's Coordinators, Supervisors and Managers in the day to day delivery of plan review, permit issuance and enforcement operations, education, program enhancements and resolution of operational issues and problems.

Performs various administrative duties associated with Coordinator responsibilities such as record keeping, providing input on staff performance evaluations, recommends changes to policy and procedures, and liaising with various departments, agencies, and the general public as required.

Provides back-up support to the Process Analyst and the Policy and Training Coordinator roles as needed in times of absence or workloads necessitates in the:

- knowledge and understanding of performance measurement, continuous improvement processes, statistical analysis and benchmarking, and
- ability to perform audits without detailed instruction and supervision, organize and follow through with plans and solve problems and develop suggestions through the application of innovative and creative thinking, analytical skills and sound reasoning.
- development of policies, procedures, guidelines and best practices to ensure consistent and appropriate interpretation related to relevant legislation(s), building code interpretations, zoning interpretations, best practices, enforcement and administration functions of the division to minimize liability for the municipality,
- development of divisional training plan by identifying and assessing needs and skills requirements, involving reviewing the quality, quantity and performance of staff as identified in the employees Performance Accountability and Development (PAD) plan.

Conducts research as required for initiatives by collecting and analysing information, identifying the best practices of comparable municipalities.

Composes correspondence and reports, collects data for the purpose of information reports as required.

Takes ownership and responsibility to create and maintain (with Information Services) a database in the AMANDA system to record, track and document all elected official communications.

Drafts, creates and periodically presents PowerPoint presentations to review Division communication protocols and processes with respect to MFIPPA, regulations, Ontario Building Code, by-laws etc.

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. Ability to apply knowledge and theories of business administration and/or communications, normally acquired by obtaining a post-secondary degree in public/business administration, or other related field or an equivalent combination of education and relevant work experience

2. Ability to deal effectively regarding sensitive or confidential matters with tact, discretion and diplomacy with elected officials, representatives of other levels of government, management, peers, staff and the general public
3. Highly effective verbal and written communications skills with particular emphasis on understanding the underlying cause for the concern and the ability to write confidently to a variety of audiences
4. Extensive municipal experience interacting with the public, issues management, and political acuity
5. Working knowledge of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)
6. Strong research skill attuned to seeking information from multiple sources, Divisions, Departments and agencies along with superior public relations attributes
7. Demonstrated experience and understanding of statutes and regulations related to the building construction industry practices/processes and the prosecutorial process working with municipal bylaws, provincial legislation, and building construction issues would be an asset.
8. Proven understanding of municipal services and municipal relationships within the city and within other levels of governments and agencies
9. Highly developed concentration and accuracy skills is required in the completion of research and demonstrated competency to analyze complex problems and issues with above average analytical and problem solving skills
10. Demonstrated ability to maintain confidentiality, exercise good judgment and discretion in dealing with information and sharing only under the direction of the Director
11. Demonstrated tact, diplomacy and professionalism, personal integrity, and sound interpersonal skills; solid knowledge of constituent relations and development of best outreach practices; high level of sensitivity to people representing various cultural, ethnic, and religious backgrounds are considered assets
12. Highly effective facilitation, presentation, conceptual problem-solving and education skills as required to run training sessions and to facilitate learning and focus sessions with the ability to multi-task
13. Must excel at planning, organizing, and implementing projects
14. Demonstrated ability to provide effective, efficient and superior customer service
15. Must be able to work on complex matters and meeting tight deadlines repeatedly daily
16. Must be self-motivated and capable of working independently, as part of a team and cross train as required to backfill the Policy & Training Co-ordinator, and Audit & Process Analyst roles
17. Proficient in a computerized Windows based environment with a working knowledge of Microsoft Office software (Outlook, Word, Excel and PowerPoint). Working knowledge of the AMANDA software application would be an asset

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

\*\*\*\*\*