

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
LICENSING & BY-LAW SERVICES DIVISION, ANIMAL SERVICES
LOCATION: 247 DARTNALL RD.

PROGRAM ASSISTANT-LICENSING AND BYLAW SERVICES-CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager of Animal Services, supporting the Animal Services Section functions by researching, analysing, and reporting on assigned projects and tasks, by providing specific project related assistance to section initiatives.

GENERAL DUTIES

Research assigned licensing/animal related topics such as best practices, specific animal related issues etc.

Analyzes, compiles and reports on research results and statistics. Makes recommendations on program changes or development if appropriate. Presents results and recommendations to management.

Provides project assistance to management as required including administrative, research and issuance of non-compliance support.

Prepares and/or composes a variety of routine correspondence, forms and reports. Drafts non-routine correspondence, forms and reports for management review and approval.

Collects and compiles data and related background materials for various assigned projects.

Responds to inquiries and liaises with local officials, local boards, government agencies, outside organizations, internal staff and the general public as it relates to assigned projects or as directed by management.

Schedules, arranges and attends meetings with various committees and or stakeholders as appropriate.

Assists with project/event planning.

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 position.

QUALIFICATIONS

1. Current enrolment in a related university or college program such as political science, enforcement, law and security, police studies or relevant previous experience in the licensing/ animal environment.
2. Must have excellent verbal and written communication skills and the ability to relate to peers, superiors, other departments, public and government agencies.
3. Demonstrated intermediate knowledge of Word, Excel, Outlook, PowerPoint Publisher. Computerized data management skills are essential.
4. Analytical, statistical, research, trend analysis and forecasting skills.

5. The ability to balance a number of projects simultaneously and to meet deadlines is essential.
6. Capable of working independently as well as part of an interdisciplinary team. Must have initiative and the ability to carry out instructions without detailed direction.

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