

**CITY OF HAMILTON****PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT**  
**LICENSING & BY-LAW SERVICES DIVISION – LICENSING SECTION**  
**LOCATION 330 WENTWORTH ST NORTH****LICENSING COMPLIANCE OFFICER – MOBILE****SUMMARY OF DUTIES**

Reports to the Supervisor, Licensing Compliance. Investigates, analyses, interprets and seeks compliance of the Business Licensing, Zoning, Sign, Property Standards, Lottery and Yard Maintenance by-laws, with a focus on mobile compliance (but not limited to). Reviews, investigates and resolves related inquiries, complaints and advocates in assisting to gain compliance. Act as an Ambassador for businesses with a focus on the Open for Business philosophy.

**SPECIFIC DUTIES**

*Licensing Compliance Officer – Mobile, investigates, analyzes, interprets and seeks compliance related to licensing, permits, zoning, property standards and yard maintenance related by-laws. These include such areas as business establishment licensing, residential care facilities, lottery licensing and sign permits. With a focus on adult entertainment, taxi licenses, personal transportation providers, limousines and Food trucks*

Speaks to applicants, customers, Licensees and property owners at the front counter and in the field to assist with file specific inquiries. As well as provide education, clarification and direction to customers to assist with compliance.

Investigating observed licensing, permits and zoning by-law related issues and/or actual/potential violations to proactively enforce by-law requirements.

Works towards sectional goals and provide information and data to support these goals.

Follows the Progressive Enforcement Policy to obtain compliance.

Utilizing policy/procedure to interpret and apply the appropriate by-law to ensure enforcement/compliance.

Taking appropriate action based on investigative results and policies and procedures including issuing orders, tickets and summonses and to prepare for Tribunals and Injunctions.

Identifying and making recommendations for management approval where enforcement includes consideration of other relevant factors such as evidence presented, history and timeframe for compliance.

Represent the Licensing section as an ambassador of the City to assist and educate new or unlicensed business and facilitate them through the Licensing process to ensure compliance.

Completing written and/or verbal reports and correspondence;

Contacting and/or liaising with other regulatory agencies or bodies such as the Alcohol and Gaming Commission of Ontario, Hamilton Police Service and/or other departments to affect a resolution, to report issues outside the City's jurisdiction and/or to clarify enforcement related policy/procedure.

Inputting and retrieving complaint and inspections related data.

Maintaining paper and computerized records for investigations, interviews and inspections such as daily notebook.

Preparing, collecting and giving evidence in court and/or in licensing and property standards tribunals and Injunctions.

Following up on expired licenses and permits to achieve compliance.

Provide feedback on by-law amendments and/or policy/procedural changes.

Operate equipment such as a two-way radio, cell phone, computer, digital camera and basic construction measuring tools and accessories to ensure the complete and accurate reflection of inspection reports and evidence.

Drive a vehicle to complete investigations/inspections and attend other agencies, offices and court.

Undertakes on-street inspections during any shift (days, but primarily nights, afternoons and weekends).

Assist with MATF (Multi Agency Task Force) Initiatives, which will include working with Hamilton Police (HPS), Ministry of Finance, City of Hamilton Fire and other relevant agencies.

Work 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.

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

### **QUALIFICATIONS**

1. Previous law enforcement experience or completion of relevant education such as Law and Security administration or Police Foundations.
2. General knowledge and skills related to automotive/mechanic work gained through previous related experience and /or education, consideration given to those who are in possession of a 310S (automotive service technician) or 310T (Truck service technician) license.
3. Completion of the Ontario Property Standards Association of Ontario (OAPSO Level I), with the ability to complete OAPSO Certification within three years of employment, an asset, or equivalent education or experience.
4. Successful completion of the Municipal Law Enforcement Officer's Association's (MLEOA) Foundations Course, or equivalent education or experience.
5. Demonstrated ability to interpret and apply by-laws and legislation.
6. Proven problem solving ability and a focus on an Open for Business approach.
7. Demonstrated ability to effectively function in a results oriented environment and predominantly unionized environment.
8. Proven ability to act in a confident and professional manner under stressful situations, including providing evidence in court or for Injunctions as well as at Licensing Tribunal and Property Standards Committee and responds promptly to customer needs.
9. Demonstrated ability to conduct investigations/inspections including the preparation of written reports, briefs, evidence and other related documents and correspondence.

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11. Experience working in a computerized environment with a working knowledge of computer applications such as Microsoft Outlook, Word and Excel. Previous experience with database management software such as HANSEN or AMANDA would be an asset.
12. Demonstrated physical ability to use tools and equipment, working outdoors in adverse weather conditions and working afternoons, evenings, nights and weekend shifts.
13. Must be able to work with minimal supervision.
14. Must work in a variety of conditions including inclement weather, dust, dirt etc.
15. Must wear a uniform.

Notes:

Must be able to work shifts, including days, but primarily afternoons, nights and weekend work.

**Must possess and maintain a valid Class "G" Driver's license in the Province of Ontario and a point-free driving record and/or record found satisfactory to the City of Hamilton.**

**As a condition of employment, the successful applicant(s) will be required to obtain a Criminal Reference Check, at their expense, prior to commencing work in this position**

Do we add the vaccination part to the JD? Or is that separate...

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