

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **LICENSING & BY-LAW SERVICES – LOCATION – 330 Wentworth St N 2nd floor**

LICENSING AND BYLAW ADMINISTRATOR

SUMMARY OF DUTIES

Reporting to the Manager, Service Delivery, Licensing & By-law Services, assumes lead accountability and responsibility for co-ordinating and drafting responses to complaints and inquiries received by the Licensing and By-law Services Division, prioritizing those received via the Councillor's office or as assigned by management, related to inspections and enforcement activities on municipal by-law complaints.

Oversees and manages special projects and programs in order to support Licensing and By-law Services; including the Neighbour Dispute Mediation Program, Contract Services Program and the Noise Exemption Permit process.

Participates in various Councillor community meetings providing detailed and accurate information on Licensing and By-Law Services mandates, enforcement operations and service delivery.

Acts as a Divisional representative on initiatives with other city Departments ensuring effective co-ordinated efforts and efficient communications.

Works closely with the team of By-clerks and provides back-up support to the Manager of Service Delivery as needed in times of absence or workloads necessitates.

GENERAL DUTIES

Investigates high profile or politically sensitive complaints and provides clear and concise information and policy advice to Councillors, property owners, contractors and municipal officials ensuring that Licensing and By-law services are provided efficiently and effectively.

Effectively communicates actions and/or the status of complaints/investigations to the Councillors office and/or other affected parties as appropriate while maintaining confidentiality on various municipal by-laws within Licensing, Municipal Law Enforcement and Animal Services sections.

Ability to conduct audits on enforcement files requiring a clear understanding of by-laws, investigations and by-law enforcement process to ensure consistency, processes and policy and procedures are being followed to the fullest and bringing matters to the attention of management.

Liaise with Officers and offer expertise on by-laws and expectations to ensure Councillor complaints are addressed without detailed instruction and supervision. While being very organized and detail oriented, you will solve problems and develops suggestions for management through the application of innovative and creative thinking, analytical skills and sound reasoning.

Accountable for achieving divisional goals and objectives through the effective and efficient use of financial and staff resources; uses a "best practices" and "fact based" approach to develop and deliver quality services in a timely and cost effective manner; recommends and implements strategies to improve effectiveness and efficiency; instills a service excellence focus in all activities within scope of responsibilities.

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, project and program process that will generate detailed information and statistical reports.

Administering the division's Contractor Services Program, preparing Requests for Proposals and working in close proximity with the City's Corporate Services Department (Procurement and Finance & Administration staff). This will include providing support and directing divisional staff under the Contractor Services Program when required as well as oversight and administration of the pool of Private Contractors retained to complete work on behalf of the City.

Conducts audits on vendor performance and invoicing and reconciliation as well as day-to-day management of contracts, invoicing, public inquiries, work being carried out on behalf of the City by private contractors, assignment of contractor work to be performed, examining and confirming quotations, and attending various meetings as required.

This position will be the primary point of contact throughout the contractor service process including being instrumental in determining fee reversals through file reviews and processing fee reversal requests.

Responsible for monitoring contractor's work and costs and associated impact to budgets. Provide operational, statistical and cost analysis to management.. Authorize expenditures respecting the operation of the contractors and contracts for the Divisions as well as within approved limits.

Ensure that all contractors perform work in accordance with applicable Health and Safety legislation and City of Hamilton corporate and departmental policies and procedures. Ensure that appropriate action is recommended for those contractors who do not work in compliance with legislation, policies and procedures and contract.

Ensures administration and support are provided to the division to assist with enforcement activities (as required) effectively and efficiently, to include education, program enhancements and resolutions of operational issues.

Interprets Bylaws to external customers, and explains rationale for regulations as well as enforcement policy and procedures.

Prepare correspondence and reports. Develop service agreements with various internal departments.

Ensures standard regulations are met in unusual situations, using sound judgement, tact and diplomacy.

Liaise with other departments; municipal, provincial and federal government agencies; municipal law enforcement agencies and police; as well as with other public agencies, organizations and t constituents as required.

Attend public and private meetings with Council, Hamilton Police Services, various internal and external stakeholders/business partners and effectively communicate the Division's position and provides a thorough and expeditious response follow-up to directives assigned at meetings.

Represent the Division on corporate and community committees and project teams.

Receive and respond to inquiries from Council, staff from other departments, outside agencies including the press, and constituents, in an effective and efficient manner.

Recommends policy and improvement strategies in the delivery of services to meet mandated goals and objectives.

Establish and maintain an effective network of communication between senior management, various public and public sector agencies, user groups, constituents and various levels of Council.

Examine and coordinate high profile or politically sensitive complaints, as well as supporting staff with constituent complaints as required.

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

QUALIFICATIONS

1. Proven demonstrated knowledge to co-ordinating municipal by-law standards and licensing, normally acquired by a minimum of a Community College Diploma in a relevant field of study with progressive experience or an equivalent combination of education and relevant work experiences directly related to municipal bylaw enforcement
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. Demonstrated experience and knowledge in business and/or public administration, inventory management, contract services related to Municipal By-Laws and customer service
4. 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.
5. Working knowledge of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).
6. Must have strong skills in financial analysis, reconciliation and general accounting principles.
7. Certification in Municipal Law Enforcement and/or Ontario Association of Property Standards considered an asset.
8. Demonstrated ability to foster the customer focused culture with innovation/creativity, team advocacy, empowerment and staff support, leading to proven service excellence.
9. Proven experience and knowledge in inventory management, inventory processes and controls, and procurement policies preferably in a municipal environment.
10. Demonstrated experience working with Municipal By-laws (Yard Maintenance, Property Standards, Traffic, Streets, Parks and other relevant by-laws, provincial legislation (Provincial Offences Act).
11. Demonstrated experience working with outside contractors and/or general experience in the construction/landscaping environment would be deemed an asset.
12. Demonstrated knowledge of investigative/audit procedures and techniques and report writing.
13. Must possess strong organizational, interpersonal, facilitation and written communication skills.
14. Must be able to work on complex matters and meeting tight deadlines repeatedly daily

15. Must be self-motivated and capable of working independently, as part of a team to provide back up support to the Manager of Service Delivery as needed in times of absence or workload necessitates
16. Excellent leadership, investigative procedures and techniques, communication, presentation, and report writing in order to support staff, Council, consultants and contractors and constituents.
17. Ability to deal effectively with Council, management, peers, suppliers, internal and external clients and constituents providing superior customer service.
18. Intermediate knowledge of computer software in a Windows environment, including Word, Excel, Outlook, Hansen and working knowledge of the Amanda software application.
19. Must possess excellent interpersonal skills and demonstrated tact and professionalism.

This competition will include an interview and/or assessments as part of the selection process.

NOTE:

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

THE INCUMBENT SHALL COMPLY WITH ALL PROVISIONS OF APPLICABLE HEALTH AND SAFETY LEGISLATION AND ALL CITY OF HAMILTON CORPORATE AND DEPARTMENTAL POLICIES AND PROCEDURES RELATED TO THE OCCUPATIONAL HEALTH AND SAFETY ACT.

Grade

5

Hours

35 week