

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT – LICENSING SECTION – LOCATION 77 JAMES ST N, SUITE 250

LICENSING AND BYLAW SPECIALIST

JOB SUMMARY:

Reporting to the Manager of Licensing the position is responsible for supporting Licensing programs and services through continual evaluation, working with internal staff, the public, management, elected officials, and stakeholders, to bring a “best practice” approach with a strong emphasis on customer service to all duties, activities and special projects undertaken. These projects will require strong analytical, written and oral communication skills to successfully undertake initiatives for Licensing.

GENERAL DUTIES:

Develop and coordinate training programs, education, and continuous improvement initiatives to promote Licensing objectives services and programs, to the public, and other stakeholders.

Assist with market research related to Licensing schemes, models and fees and reporting back the research findings to influence future Licensing initiatives.

Monitor compliance with municipal by-laws. Including identifying issues and providing resolutions.

Assist with research, analysis, planning, development, and implementation of strategies and tactics for Licensing to build positive relationships with internal and external stakeholders and monitor the effectiveness of programs and compliance with implemented policy and procedures, completing investigations, determining discrepancies and provide resolutions.

Facilitate various phases of public consultation required to reach Licensing’s internal and external target audiences.

Assist with coordination of projects, programs, or events that require the collaboration of a variety of internal resources.

Respond to inquiries in a timely manner with a focus on effective customer service.

Communicate as needed with senior management regarding advice, compliance and investigation support resulting from an inquiry.

Receive, prioritize, review, respond to or redirect incoming correspondence regarding-Licensing activities utilizing knowledge of Licensing and gained experience.

Assist in the evaluation of programs and prepares reports including collecting and monitoring performance measure data related to programs including audits, development and recommending next steps as related to financial viability and sustainability.

Employ tools to provide assistance to staff producing program and event flyers, including updating, implementing and maintaining forms and materials on-line and hard copies.

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

QUALIFICATIONS:

1. College Diploma in public administration, business administration, communications, or an acceptable / equivalent combination of relevant education and experience.
2. Demonstrated experience working in a licensing environment in customer-facing position.
3. Must have superior written and oral communication skills interpersonal skills, and demonstrated tact and professionalism and ability to function in a team-based environment while maintaining the service delivery focus
4. Demonstrated time management and project management skills.
5. Experience working with diverse community groups, aptitude to deal with representatives of other levels of government, management, peers, staff and the general public and ability to influence stakeholders and work closely with them to determine acceptable solutions
6. Computer knowledge and proficiency in Word, Excel and PowerPoint. Extensive, knowledge of spreadsheet and database management. Web-based applications (Legend, AMANDA and Hansen) considered an asset.
7. Capable of working independently as well as part of an interdisciplinary team.
8. Demonstrate knowledge of, or the ability to familiarize themselves with municipal by-laws
9. Ability to balance several projects simultaneously and meet deadlines.

NOTE:

AS A CONDITION OF EMPLOYMENT, THE SUCCESSFUL APPLICANT(S) WILL BE REQUIRED TO OBTAIN A CRIMINAL REFERENCE CHECK AT THEIR OWN EXPENSE, PRIOR TO BEGINNING WORK IN THIS POSITION.

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