

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT

(LICENCING & BY-LAW SERVICES DIVISION – RENTAL COMPLIANCE SECTION - LOCATION – 330

WENTWORTH STREET NORTH

RENTAL COMPLIANCE ENGAGEMENT COORDINATOR – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Rental Compliance, the Rental Compliance Engagement Coordinator is responsible for educating landlords, tenants and the public on the Hamilton Apartment Rental Program and other by-laws that are enforced by the Licensing and By-law Services Division that may impact tenants and/or landlords. The Rental Compliance Engagement Coordinator will represent the Rental Compliance Section at public events, building evaluation audits, implement, coordinate, and maintain educational programs and oversee initiatives that contribute to the City of Hamilton's Mission and Vision and the Strategic Goals of Council. As a key member of the Rental Compliance team, this position will serve as a liaison with internal and external stakeholders and take the lead on project-based tasks when necessary.

GENERAL DUTIES

Acts as a liaison with landlords and tenants to promote and provide education with respect to the Hamilton Apartment Rental Program and particularly, the Safe Apartment Buildings By-law, as well as other rental related programs and by-laws in Hamilton.

Coordinates and assigns building evaluations/audits in a manner that achieves program goals and recurring inspection requirements.

Represents the Division at community events, meetings, apartment building audits, and leads presentations as needed.

Works closely with section staff to address public concerns and requests in a timely manner, ensuring that feedback is incorporated into outreach planning.

Distributes promotional and educational materials to residents, property owners, and City facilities regarding the Rental Compliance section's programs and services.

Provides coordination and administrative support for outreach initiatives, programs, public messaging, vendor troubleshooting, and daily issues to ensure services align with policies and procedures.

Assists in the development, coordination, and administration of programs and services while monitoring division policies, standards, and requirements.

Assists with the preparation of Council reports as needed.

Coordinate and implement rental compliance awareness and engagement programs to encourage compliance with Hamilton's Apartment Rental Program and other rental related programs and by-laws.

Assists with the coordination of projects, programs or engagement events that required the collaboration of various internal and external resources.

Evaluates performance of programs and reports findings to the Manager, Rental Compliance..

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. Relevant experience in the enforcement of by-laws, typically acquired through a combination of Post Secondary education in Law, Enforcement, or a related field and practical work experience.
2. Previous work experience with Licensing and By-law Services would be considered an asset.
3. Previous experience in public engagement, customer-focused environment, and delivering presentations in both an office and field environments.
4. Demonstrated superior written, oral and visual communication skills. Including creating and editing with a high standard of accuracy.
5. Demonstrated time management and project management skills with the ability to organize and prioritize multiple tasks.
6. Experience working with diverse community groups including landlords and tenants on-site and ability to show professionalism and tact at all times.
7. Intermediate level Microsoft Word, Excel, Outlook and PowerPoint, GISNet, and Possee is preferred
8. Ability to deal effectively with management, peers, staff and the public.
9. Capacity to quickly assess and address a variety of issues and concerns raised by supervisors and colleagues.
10. Ability to work independently as well as collaboratively in a fast-paced environment. Strong conflict resolution skills are required.
11. Event management skills are preferred.
12. Must hold and maintain a Class "G" Driver's License valid in the Province of Ontario and a point-free driving record and or record found to be satisfactory to the City of Hamilton. Daily travel is required.