

**CITY OF HAMILTON****PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT**  
**PARKING & BY-LAW SERVICES DIVISION – LICENSING SECTION**  
**LOCATION - 77 JAMES ST. N. SUITE 250 & 1<sup>ST</sup> FLOOR CITY HALL****SUPERVISOR, LICENSING - ADMINISTRATION****SUMMARY OF DUTIES**

Reporting to the Manager of Licensing, responsible for the efficient direction of front-line staff Administrators, act as a resource, providing technical assistance and ensures licensing (including signs and lotteries) application intake, review and issuance are performed so as to achieve compliance with applicable by-laws, legislation and regulatory framework. Working with business communities to ensure service standards at the highest level, developing, organizing and directing effective customer focused application intake and issuance services for the City. Your natural people skills will achieve resolutions and bring forward solutions to the license and permit issuance process, using the open for business methodology.

**SPECIFIC DUTIES**

Supervise and provide leadership and direction to staff by demonstrating a high level of integrity and technical proficiency. Ensuring the compliance of Business Licenses, Lottery Licenses and Sign Permits in accordance to established procedures, corresponding by-laws, other applicable legislation and regulatory framework.

Monitors and evaluates employee performance and provides support and coaching for staff development. Creates and audits performance standards for the front-line ensuring identified outcomes are met. Prepare work schedules based on the needs of the customer service environment. Develops or assists in development of procedures and training relating to licensing section front-line functions and responsibilities. Trains and advises staff in related work, responsibilities, by-laws, regulatory framework, policies, procedures, and other applicable law.

Accountable for achieving sectional goals and objectives through the effective and efficient use of financial and staff resources. Uses a “best-practices” approach in developing and delivering service excellence in a timely and cost effective manner.

Audits applications, licensing and permit issuance, letters, fees collected, and other Licensing Section functions on a regular basis, to ensure that proper procedures and consistency have been followed.

Liaises with licensing staff on a regular basis to ensure up to date knowledge is maintained regarding amendments to existing laws, customer service standards, divisional policies and procedures and recommends implementation methods for new legislation as required.

Implements strategies to improve efficiencies and effectiveness.

Possess a high level of personal integrity, demonstrated leadership capabilities, and excellent communication skills.

Assumes lead accountability and responsibility for customer service through application intake, licensing and permit issuance activities of the Licensing Section.

Accountable to ensure that intake and issuance activities are provided in accordance with City and Provincial guidelines and in the most effective and efficient manner, consistent with the City of Hamilton’s mission and values.

Provides guidance, training and support to staff. Responsible for the review of complicated intake cases, cash control, reconciliation issues and investigations.

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Foster the “Open for Business” environment and supports and leads the staff to assist customers with the intake and issuance process through service excellence.

Provides written and verbal reports of intake or issuance issues, actions and recommendations to Councillor’s, general public, senior management and external agencies as required.

Ensures that proper records and reports are maintained in respect to all intake and issuance items and any subsequent related actions.

Researches, develops, recommends, writes reports and implements intake and issuance policies, procedures and by-law amendments as related to Licensing activities.

Prepares and gives evidence in court, the Licensing Tribunal and Property Standard Committees as required.

Coordinates and fosters multi-departmental relationships, to enhance the “Open for Business” model.

Identifies and recommends sectional training needs and deficiencies.

Responsible for the budget and actuals (including reporting and meeting the bottom-line) as related to all licensing administration functions.

Liaises with the public to answer inquiries regarding licensing procedures and guidelines, responds to complex complaints and initiates corrective action or provides solutions by assigning staff as ambassadors to assist customers.

Liaises with other departments, the public, Council, outside agencies (including municipal, provincial and federal authorities) to clarify interpretations, in the preparation of technical reports and responds in writing or orally, to inquiries and complaints from the same.

Investigates, analyzes and resolves complex sensitive situations regarding all Licensing Section By-Laws and other by-laws related to the licensing section (i.e.: zoning by-law), other applicable legislation and by-law requirements and initiates appropriate action as needed.

Interprets Licensing Section policies for the public. Prepares new policies and procedures and updates the existing on behalf of the section.

Maintains comprehensive and accurate records.

Represents the Licensing Section before Committees of Council, public meetings and affiliated technical committees as required.

Conducts in-depth studies/investigations and prepares reports and recommendations for internal and external departments and for Council, which may involve sensitive, confidential information. Addresses risk management issues, thereby minimizing exposure to personal and municipality liability.

Ensures employees are provided with the use of appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Safeguards that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

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.

Perform other duties as assigned, which are directly related to the functions of the job as defined (including but not limited to, covering for the Supervisor, Licensing – Compliance as required).

**QUALIFICATIONS**

1. Preference given to those who have demonstrated competence related to coordinating municipal by-law standards, business administration and customer service, normally acquired by a Community College diploma in a relevant field of study with progressive experience or equivalent combination of education and relevant work experience directly related to municipal licensing, administration and customer service.
2. Completion of the Ontario Association of Property Standards Officers and/or Municipal Law Enforcement Officers courses/certification, considered an asset.
3. Demonstrated skills supervising staff, business administration and fiscal responsibility (including budget and variance reporting) a must.
4. Excellent written and verbal communication skills, customer service skills, facilitation skills, presentation skills, a team leader and mentor possessing highly developed negotiation and conflict resolution skills.
5. Demonstrated experience working with municipal by-laws, provincial legislation, regulations, courtroom preparation and prosecution an asset.
6. Demonstrated ability to effectively function in a results oriented environment and predominantly unionized environment.
7. Established experience in preparation and presentation of controversial and politically sensitive reports.
8. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
9. Demonstrated ability to deal diplomatically, fostering the goal of service excellence with all levels of management, staff, elected officials, the public, other departments and outside agencies.
10. Demonstrated ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem-resolution.
11. Knowledge of general accounting principles and municipal administration/operations.
12. Must be available to work outside of a normal work schedule for both planned and emergency situations as required to support the front-line staff and the section as required.
13. Must demonstrate advance knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word. Demonstrated knowledge of Officer (Gtechna software), Hansen and AMANDA, considered an asset.

**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**

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