

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **LICENSING & BY-LAW SERVICES – LOCATION – 77 JAMES STREET N.**

MANAGER, SERVICE DELIVERY (Licensing and Bylaw)– Non-Union

SUMMARY OF DUTIES

Reporting to the Director, Licensing & By-law Services, as an integral part of the Licensing & By-Law Services Management Team, the Manager will be highly motivated, providing strategic leadership to a work group of By-Law Clerks and the Service Coordinator, engaged in the delivery of services to the public. Responsible for managing all service requests and complaints related to the Contract Services Program, by-law complaints received via the Councillors' Office and all constituents. Through service excellence, promptly overseeing responses to Councillors, public inquiries and community mediation. The Manager will support the new vision of the division of ambassadors for the community we serve.

Provide leadership and direction to staff by demonstrating the highest level of service excellence.

Accountable for achieving divisional goals and objectives through the effective and efficient use of financial and staff resources; uses a "best practices" approach to develop and deliver quality services , including customizing customer service standards across the division.

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

Investigate high profile or politically sensitive complaints and provide clear and concise information to property owners, operators, contractors and municipal officials for the purpose of establishing priorities, identifying objectives, and/or providing policy advice.

GENERAL DUTIES

The Manager is responsible for overseeing the administration and enforcement of the division's Contractor Services Program. Assuming lead accountability and responsibility in directing all aspects to meeting procurement requirements, including vendor performance and reconciliation.

Ensures staffs provide administrative services to the Licensing & By-Law Services Division, effectively and efficiently and provides support to other divisional managers, to include day to day job functions as deemed required.

Interprets by-laws to assist external customers, and explains rationale for regulations as well as enforcement policy and procedures as required.

Develop service level agreements with various internal departments and recommend changes to policy and procedures.

Encourage staff to strive for continuous improvement and act as a mentor by providing on-going coaching, team building, training and direction to ensure that service quality levels are met.

Attends meetings and effectively communicates the Division's position and provides thorough and expeditious follow-up responses for directives to other divisional managers when assigned at meetings.

Assist and liaise with other divisional managers in the day-to-day delivery of education, programs enhancements and resolution of operational issues and problems.

Provide operational, statistical and cost analysis to management. Participate and make recommendations in the development of the annual budget. Authorize expenditures respecting the operation of the contractors and contracts for the Divisions as well as within approved signing authority limits.

Liaise with other departments; municipal, provincial and federal government agencies; municipal law enforcement agencies and Hamilton Police Services; as well as with other public agencies, organizations and the general public as required.

Attend all public and private meetings on behalf of the division with elected officials, Hamilton Police Services, various internal and external stakeholder, business partners and community public and disseminate the information to divisional managers.

Divisional representative on corporate and community committees and project teams, developing and overseeing special projects and awareness campaigns for the Division.

Prepare and present presentations to community/stakeholder groups, attend public meetings, work with Councillors and develop and work with divisional managers to implement strategies to address emerging issues and improve neighbourhoods.

Receive and respond to inquiries from Council, staff from other departments, outside agencies including the media, and the public.

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

Performs other duties as assigned which are directly related to the responsibilities of the position or in support of the divisional management team.

QUALIFICATIONS

1. Demonstrated experience related to managing service delivery excellence, business and/or public administration, contract services related to Municipal By-Laws and customer service, normally acquired by a College Diploma/University Degree in Business/Public Administration or a related field with progressive experience or equivalent combination of education and relevant work experience or disciplines pertinent to the job functions.
2. Demonstrated experience in a management role in enforcement, customer service and/or political environment.
3. Must have strong skills in financial analysis, reconciliation and general accounting principles, including highly developed budgeting, forecasting and analytical skills to deal with emerging divisional issues.
4. Certification in Municipal Law Enforcement or Ontario Association of Property Standards and asset.
5. Demonstrated ability to foster/create a customer focused culture with innovation/creativity, team advocacy, empowerment and staff development.
6. Demonstrated experience working with Municipal By-laws.
7. Demonstrated experience working with outside contractors and/or general experience in the construction/landscaping environment would be deemed an asset.

8. Demonstrated knowledge of investigative procedures and techniques, with a proven ability to write reports and present issues as required.
9. Must possess strong organizational, interpersonal, facilitation and written/verbal communication skills and the ability to deal diplomatically and effectively with all levels of management, Council, the public, vendors, internal/external clients in a predominately unionized environment.
10. Excellent leadership, communication, presentation, report writing in order to coordinate, develop, manage and support staff, consultants, contractors and Council.
11. Proven experience and knowledge providing quality customer service.
12. Intermediate knowledge of computer software in a Windows environment, including Word, Excel, Outlook, Hansen and Amanda

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.