

CITY OF HAMILTON**PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT**
LICENSING AND BY-LAW SERVICES – OPERATIONS AND ENFORCEMENT SUPERVISOR
LOCATION – 330 WENTWORTH ST. N.**SUPERVISOR, OPERATIONS AND ENFORCEMENT****SUMMARY OF DUTIES**

Reporting to the Manager of Licensing or Municipal Law Enforcement, responsible for the efficient direction of the Operation and Enforcement Teams, act as a resource, provides assistance and ensures compliance of all applicable by-laws. Working with local businesses under the Open for Business initiative and other community stakeholders to ensure service standards at that highest level, the Supervisor will develop, organize and direct effective customer focused and enforcement services for the City. Your natural people skills will achieve resolutions to by-law infractions through voluntary compliance and the progressive enforcement of the By-laws to ensure Consumer Protection and Public Safety.

SPECIFIC DUTIES

Supervise and provide leadership and direction to subordinate staff by demonstrating a high level of integrity and technical proficiency. Ensuring the compliance of all applicable By-laws in accordance to established procedures, corresponding by-laws and other applicable legislation.

Supervises Operations and Enforcement Teams by assigning, prioritizing and scheduling daily activities to ensure that services are provided efficiently and effectively.

Monitors and evaluates employee performance and provides support and coaching for staff development.

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, including the City’s overall “Open for Business” effectiveness in a timely and cost effective manner.

Assist in championing Hamilton’s overall “Open for Business” effectiveness, with the goal of streamlining the processes within the Licensing Section to create consistent, predictable, and customer-focused services that encourage investment of small and medium sized enterprises and entrepreneurs in the City

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 compliance through inspection and enforcement activities for the Licensing and By-Law Services Division.

Accountable to the manager, for ensuring that compliance activities are provided in accordance with City and Provincial guidelines and in the most effective and efficient manner, consistent with the City of Hamilton mission and values,

Supervising Officers by assigning, prioritizing and scheduling daily activities to ensure that services are provided efficiently and effectively.

Provides guidance, training and support to staff, review laid charges, investigates complicated complaints, issues charges, swears out information and lays charges as required.

Provides written and verbal reports of inspection and enforcement findings, actions and recommendations to Councillor, general public, senior management and external agencies.

Ensures that proper records and reports are maintained in respect to all complaints, investigations and subsequent related actions.

Researches, develops, recommends, write reports and implements compliance policies, procedures and by-law amendments as related to Licensing and By-law Services activities.

Support the Administrative Penalty Office ensuring that enforcement activities and fines are uploaded for corresponding staff and operations.

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

Coordinates and monitors multi-departmental investigations.

Identifies and recommends sectional training needs and deficiencies.

Liaises with the public to answer inquiries regarding Licensing and By-law procedures and guidelines, responds to complaints and initiates corrective action or provides solutions by assigning staff to investigate and work with customers.

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. Investigate and hold accountable subordinates that fail to work in accordance with 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.

QUALIFICATIONS

1. Preference given to those who have demonstrated competence related to coordinating municipal by-law standards, normally acquired by 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 by-law enforcement.
2. Completion of the Ontario Association of Property Standards Officers Basic, Intermediate or Advance Course. Preference will be given to candidates certified in OAPSO and MLEOA.
3. Demonstrated skills supervising staff, administration and fiscal responsibility.
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.
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. Must have excellent verbal and written communication skills and ability to deal diplomatically, fostering the goal of service excellence with all levels of management, staff, elected officials, the public, subordinates, other departments.

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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.
13. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word. Officer (Gtechna software), Hansen and AMANDA and asset.

Note:

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 beginning work in this position.