

## CITY OF HAMILTON

**PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT**  
**(LICENSING AND BY-LAW SERVICES DIVISION – RENTAL COMPLIANCE SECTION – LOCATION –**  
**330 WENTWORTH ST N)**

**MANAGER, RENTAL COMPLIANCE**

**SUMMARY OF DUTIES**

Reporting to the Director of Licensing & By-Law Services, the Manager of Rental Compliance provides strategic leadership, through subordinate management to a multi-functional workforce engaged in delivery of services to the public. Recommends policies and long-range strategies in the delivery of services to meet mandated goals and objectives.

The Manager of Rental Compliance is responsible for the delivery of services in the following areas as it relates to rental units/properties:

- Property Standards
- Tribunals, Hearings and Prosecution
- Noise
- Vital Services
- Zoning
- Environmental (long grass and weeds, garbage and debris, snow and ice and various other by-laws)
- Hamilton Apartment Rental Program (Safe Apartment Buildings and Renovation Licence and Relocation By-laws)

Accountable for establishing and 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 quality services in a timely and cost-effective manner.

Evaluates and reports on the section’s service, financial, administrative and staff performance against internal and external benchmarks. Assists in the design of strategies and is responsible for the implementations of strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

**RESPONSIBILITIES**

You will assume accountability and responsibility for administration of the Hamilton Apartment Rental Program and by-law enforcement at rental properties and meet the growing needs of the residents and businesses of the City of Hamilton.

The Manager is accountable to the Director of Licensing and By-Law Services for ensuring that Property Standards, Noise, Vital Services, Zoning, Yard Maintenance, Safe Apartment Buildings and Renovation Licence and Relocation By-laws (and associated Tribunals, Hearings and Prosecutions) at rental properties are provided in accordance with City and Provincial guidelines with minimal disruption to the public and in the most effective and efficient manner consistent with the City of Hamilton’s Mission and Vision.

**GENERAL DUTIES (INCLUDING BUT NOT LIMITED TO)**

Uses highly developed analytical skills, sound business skills and long-term strategies in addition to direct operations daily.

Participates in strategic planning and direction of the Division.

Leads effective "Area" teams, providing coaching and advice to subordinate supervisors and staff to optimize performance.

Provides guidance and advice, reviews laid charges, investigates complicated complaints, issues charges, swears out information and lays charges as required.

Provides written and verbal reports of findings, actions and recommendations to Councillor's offices, council and its committees, general public, senior management and external agencies.

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

Prepares work schedules, assigns duties to staff establishes priorities, conducts staff hiring, monitors and evaluates staff performance, disciplines and trains staff as well as assists in developing staff to their full potential.

Manages the general administration of the work area under his/her jurisdiction by developing and recommending new policies and procedures and monitoring existing ones to maximize utilization of section resources.

Researches, develops, engages shareholders and community, recommends, writes reports and implements policies and procedures and by-law amendments and development with respect to enforcement activities.

Administration of the Property Standards, Noise, Yard Maintenance, Snow and Ice, Zoning, Safe Apartment Buildings and Renovation Licence and Relocation By-laws at rental properties through continuous improvement by monitoring against internal and external benchmarks

Ensures compliance with Provincial Statutes and Municipal By-laws.

Identifies and recommends sectional training needs and deficiencies.

Prepares and gives evidence at court and at the Property Standards Committee, as required.

Co-ordinates and monitors multi-departmental investigations.

Participates in the development of annual operating and capital budgets. Monitors operating and capital expenditures and provides variance reports.

Responds to various Corporate, Community, Provincial or Federal proposals for service initiatives, changes or enhancements.

Provides professional consultation, reporting writing and presentations, to Council and its Committees.

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Manages the Rental Compliance Team in the work area under his/her jurisdiction by developing and recommending new policies and procedures and monitoring existing ones to maximize utilization of section resources.

Ensures that employees are provided with and use the 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. Ensures 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.

Provide backup coverage for the Director of Licensing and By-Law Services, as required.

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

### **QUALIFICATIONS**

1. Demonstrated management experience related to enforcement programs normally acquired by College or University, and progressive relevant work experience at a management level.
2. Demonstrate a keen understanding of both Operating and Capital Budgets, Budget Exception Reporting with a demonstrated understanding of cost savings and financial effectiveness.
3. Demonstrated experience working with municipal by-laws, provincial legislation and courtroom preparation and prosecution.
4. Highly developed analytical and business planning skills with a proven track record for long term visioning and big picture thinking.
5. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the section.
6. Possesses a demonstrated record of strong leadership, financial effectiveness, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development and are results oriented.
7. Highly effective leadership, facilitation, communication, interpersonal and organizational skills in a predominantly unionized environment with the ability to lead and inspire others.
8. Demonstrated experience in effectively managing a multi-disciplinary staff in a results-oriented environment.
9. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
10. Knowledge of human resource management principles, collective agreements, health and safety legislation, attendance management system and all corporate policies and procedures.

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11. Experience in a computerized environment. Working knowledge of Microsoft Applications (Word, Excel, Outlook, PowerPoint) and networked client/server database management system.
12. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.
13. Demonstrated knowledge of Health and Safety Act and applicable regulations as it relates to the position.
14. Must be available to work outside of a normal work schedule for both planned and emergency situations as needed.
15. Must possess a valid Class "G" Driver's Licence and provision of a vehicle for use in the job.