

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **(PARKING & BY-LAW SERVICES DIVISION – MUNICIPAL LAW ENFORCEMENT – LOCATION – 77 JAMES ST. N.)**

MANAGER, ENFORCEMENT

OVERVIEW

Reporting to the Director of Municipal Law Enforcement 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, Enforcement is responsible for the delivery of services in the following areas:

- Property Standards
- Tribunals, Hearings and Prosecution
- Noise
- Vital Services
- Zoning
- Environmental (long grass and weed, garbage and debris, snow removal and various other 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.

Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development and are results oriented.

Possesses a high level of personal integrity and is an excellent communicator.

RESPONSIBILITIES

You will assume accountability and responsibility for by-law enforcement and meet the growing needs of the residents and businesses of the City of Hamilton.

The Manager is accountable to the Director of Municipal Law Enforcement for ensuring that Property Standards, Noise, Vital Services, Zoning, Environment and Tribunals, Hearings and Prosecutions, 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 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 inspection findings, actions and recommendations to Councillors' offices, 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.

Ensures compliance with Provincial Statutes and Municipal By-laws.

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

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

Co-ordinates and monitors multi-departmental investigations.

Identifies and recommends sectional training needs and deficiencies

Participates in the development of annual operating and capital budgets. Monitors current 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, including reports, to Council and its Committees.

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 related to Occupational Health and Safety. 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.

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 Community College or University, and/or progressive relevant work experience at a senior level.
2. Preference will be given to candidates holding membership in the Ontario Municipal Law Enforcement Officers Association (MLEO).
3. Demonstrated experience working with municipal by-laws, provincial legislation and courtroom preparation and prosecution.

4. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the section.
5. Highly developed analytical and business planning skills with a proven track record for long term visioning and big picture thinking.
6. Highly effective leadership, facilitation, communication, interpersonal and organizational skills in a predominantly unionized environment with the ability to lead and inspire others.
7. Demonstrated experience in effectively managing a multi-disciplinary staff in a results oriented environment.
8. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
9. Knowledge of human resource management principles, collective agreements, health and safety legislation, attendance management system and all corporate policies and procedures.
10. Experience in a computerized environment. Working knowledge of Microsoft Applications (Word, Excel, Outlook, and PowerPoint) and networked client/server database management system.
11. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.
12. Must be available to work outside of a normal work schedule for both planned and emergency situations as needed.
13. Demonstrated knowledge of Health and Safety Act and applicable regulations as it relates to the position.
14. Must possess a valid Class "G" Driver's Licence and provision of a vehicle for use of the job.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.