

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **(PARKING AND BY-LAW SERVICES DIVISION – LOCATION – CITY CENTRE, 77 JAMES ST. NORTH, SUITE 250)**

COORDINATOR, MUNICIPAL LAW ENFORCEMENT – NON-UNION

SUMMARY OF DUTIES

Reporting to the Manager, Operational Strategies, assumes lead accountability and responsibility for co-ordinating and providing direction to staff on inspections and enforcement activities of municipal by-law complaints received via the Councillors' office. Responsible for overseeing special projects and assignments in order to support MLE initiatives and enforcement activities.

GENERAL DUTIES

Co-ordinates and directs Municipal Law Enforcement Officers by assigning, prioritizing and scheduling daily enforcement activities pertaining to municipal by-law complaints received through the Councillors Office to ensure that enforcement services are provided efficiently and effectively.

Investigate high profile or politically sensitive complaints and provides 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. Investigate alleged violations and enforce municipal by-laws, including but not limited to Property Standards, Yard Maintenance, Waste Management, Roadway, Nuisance and Regional Water Works By-laws pursuant to the Provincial Offences Act.

Ensures appropriate departmental response and/or follow-up and takes/refers action. Communicates action and/or the status of the complaint/investigation to the Councillors office and/or other affected parties as appropriate.

Provides written and verbal reports of inspection findings, actions and recommendations to Councillors' office.

Ensures that proper records and reports are maintained in respect of all complaints, investigations and subsequent related actions. Will maintain and update the Councillors complaint tracking forms/templates.

Receive, record, investigate and respond to complaints respecting staff and implement corrective measures as may be necessary.

Attends meetings and effectively communicate Division's position and provides a thorough and expeditious response follow-up to directives assigned at meetings.

Assist and liaise with the section's Superintendents, Coordinators, and Managers in the day to day delivery of enforcement operations, education, program enhancements and resolution of operational issues and problems.

Performs various administrative duties associated with Coordinator responsibilities such as record keeping, providing input on staff performance evaluations, recommends changes to policy and procedures, and liaising with various departments, agencies, and the general public as required.

Conducts research as required for initiatives by collecting and analysing information, identifying the best practices of comparable municipalities.

Composes correspondence and reports, collects data for the purpose of information reports as required.

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 major responsibilities of the job.

QUALIFICATIONS

1. Proven demonstrated knowledge related to co-ordinating municipal by-law standards and licensing, normally acquired by a Community College Diploma in a relevant field of study with progressive experience or an equivalent combination of education and relevant work experience directly related to municipal bylaw enforcement.
2. Demonstrated ability to provide effective and efficient customer service.
3. Demonstrated administrative, operational and supervisory experience.
4. Demonstrated experience working with municipal bylaws (Yard Maintenance, Property Standards, Traffic, Streets, Parks and other relevant by-laws), provincial legislation (Provincial Offences Act); and, courtroom preparation and prosecution.
5. Must possess strong organizational, verbal and written communication skills.
6. Must possess excellent interpersonal skills, and demonstrated tact and professionalism.
7. Ability to foster and function in a team-based environment.
8. Working knowledge of computer applications. Excellent knowledge of computer applications in a Windows environment, working knowledge of Windows, Word, Excel, and Outlook. Working knowledge of Amanda and Hansen would be considered an asset.
9. Knowledge of general accounting principals, and other municipal operations.
10. Must possess a valid Class "G" Driver's licence.

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