

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (LICENSING & BY-LAW ENFORCEMENT DIVISION – SERVICE DELIVERY, LICENSING & BYLAW SERVICES SECTION – LOCATION – 77 JAMES ST. N.)

SERVICE COORDINATOR – LICENSING & BYLAW SERVICES – CUPE 1041

SUMMARY OF DUTIES

Reporting to the Manager, Service Delivery, Licensing & By-law Services, assumes lead accountability and responsibility for co-ordinating information on inspections and enforcement activities on municipal by-law complaints received via the Councillors office. Responsible for overseeing the Contract Services Program and responding to complaints received via the Councillors' Office and constituents on contractor services work. Through service excellence promptly investigating and responding to Councillors and public inquiries and coordinating community mediation. The Service Coordinator, Licensing & Bylaw Services will be highly motivated, supporting the new vision of the division of ambassadors for the community we serve.

GENERAL DUTIES

Accountable for achieving divisional goals and objectives through the effective and efficient use of financial and staff resources; uses a "best practices" and "fact based" approach to develop and deliver quality services in a timely and cost effective manner; recommends and implements strategies to improve effectiveness and efficiency; instills a service excellence focus in all activities within scope of responsibilities.

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

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.

Administration of the division's Contractor Services Program. Preparing Requests for Proposals and working in close proximity with the City's Corporate Services Department (Procurement and Finance & Administration staff). This will include providing support and directing divisional staff under the Contractor Services Program when required as well as oversight and administration of the pool of Private Contractors retained to complete work on behalf of the City.

Investigating and reporting on vendor performance and reconciliation as well as day-to-day management of contracts, invoicing, public inquiries, work being carried out on behalf of the City by private contractors, assignment of contractor work to be performed, examining and confirming quotations, and attending various meetings as required.

This position will be the primary point of contact throughout the contractor service process including being instrumental in determining fee reversals through file reviews and archiving fee reversal requests.

Responsible for monitoring contractor costs and associated impact to budgets. 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 limits.

Ensure that all contractors perform work in accordance with applicable Health and Safety legislation and City of Hamilton corporate and departmental policies and procedures. Ensure that appropriate action is recommended for those contractors who do not work in compliance with legislation, policies and procedures.

Ensures administration and support are provided to the division to assist with enforcement activities (as required) effectively and efficiently, to include education, program enhancements and resolutions of operational issues.

Interprets Bylaws to external customers, and explains rationale for regulations as well as enforcement policy and procedures.

Prepare correspondence and reports. Develop service agreements with various internal departments.

Ensures standard regulations are met in unusual situations, using sound judgement, tact and diplomacy.

Liaise with other departments; municipal, provincial and federal government agencies; municipal law enforcement agencies and police; as well as with other public agencies, organizations and t constituents as required.

Attend public and private meetings with Council, Hamilton Police Services, various internal and external stakeholders/business partners and effectively communicate the Division's position and provides a thorough and expeditious response follow-up to directives assigned at meetings.

Represent the Division on corporate and community committees and project teams.

Receive and respond to inquiries from Council, staff from other departments, outside agencies including the press, and constituents, in an effective and efficient manner.

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

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

Examine and coordinate high profile or politically sensitive complaints, as well as supporting staff with constituent complaints as required.

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

QUALIFICATIONS

1. Proven demonstrated knowledge for co-ordinating municipal by-law standards and licensing, normally acquired by a minimum of a Community College Diploma in a relevant field of study with progressive experience or an equivalent combination of education and relevant work experiences directly related to municipal bylaw enforcement.
2. Demonstrated experience and knowledge in business and/or public administration, inventory management, contract services related to Municipal By-Laws and customer service
3. Must have strong skills in financial analysis, reconciliation and general accounting principles.
4. Certification in Municipal Law Enforcement and/or Ontario Association of Property Standards a must.
5. Demonstrated ability to foster the customer focused culture with innovation/creativity, team advocacy, empowerment and staff support, leading to proven service excellence.
6. Proven experience and knowledge in inventory management, inventory processes and controls, and procurement policies preferably in a municipal environment.
7. Demonstrated experience working with Municipal By-laws (Yard Maintenance, Property Standards, Traffic, Streets, Parks and other relevant by-laws, provincial legislation (Provincial Offences Act).

8. Demonstrated experience working with outside contractors and/or general experience in the construction/landscaping environment would be deemed an asset.
9. Demonstrated knowledge of investigative procedures and techniques and report writing.
10. Must possess strong organizational, interpersonal, facilitation and written communication skills.
11. Excellent leadership, investigative procedures and techniques, communication, presentation, and report writing in order to support staff, Council, consultants and contractors and constituents.
12. Ability to deal effectively with Council, management, peers, suppliers, internal and external clients and constituents.
13. Intermediate knowledge of computer software in a Windows environment, including Word, Excel, Outlook, Hansen and Amanda.
14. Must possess excellent interpersonal skills and demonstrated tact and professionalism.
15. Must possess strong organizational, verbal and written communication skills.

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