

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **(LICENSING AND BY-LAW SERVICES – LOCATION – 77 JAMES ST. N.)**

MANAGER, LICENSING

SUMMARY OF DUTIES

OVERVIEW

Reporting to the Director, Licensing & By-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 of Licensing is responsible for the delivery of services in the following areas:

- Licensing (establishment, mobile, trades, and lottery licensing)
- Mobile Licensing and Inspection
- Tribunals, Hearings and Prosecutions
- Sign Permits
- Zoning
- One Stop Business Center
- Administration of all Licensing related 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, with a focus on being Open for Business.

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, financial effectiveness, 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 the Licensing Enforcement and Administration teams 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 the Administration and Enforcement of the Licensing, Sign and Lottery Bylaws. ensuring that Business and Trade Licensing, Mobile and Taxi Licensing, Sign Permits and Lottery Licensing 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 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.

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 Licensing, Lottery and Sign Bylaw 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, Licensing Tribunal and Property Standards Committee as required.

Co-ordinates and monitors multi-departmental investigations.

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.

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 Licensing Teams 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 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 Community College or University, and/or progressive relevant work experience at a senior 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. 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, 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. Demonstrated knowledge of Health and Safety Act and applicable regulations as it relates to the position.
13. Must be available to work outside of a normal work schedule for both planned and emergency situations as needed.
14. Must possess a valid Class "G" Driver's Licence and provision of a vehicle for use in the job.

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

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
