



Coordinator, By-law Services

Position Code:

Pay Band: 7

Department: Legislative Services

Effective: February 2024

Division: By-Law Services

Revised:

Reports To: Supervisor, By-law

Status: Permanent Full-Time

Direct Reports: None

Non-Union

Indirect Reports: Crossing Guards

Position Summary

Reporting to the By-Law Supervisor, the Coordinator, By-law Services manages administrative tasks and coordinates operations within the Division, including the Short-Term Accommodation (STA) Licensing Program. This role handles enquiries, provides exceptional customer service, maintains data integrity, and participates in various research initiatives and projects. Additionally, the position assists with administering the parking enforcement program, manages licence applications, develops communication materials, and represents the Town at various public meetings and consultations on behalf of the Division. Balancing multiple responsibilities, the By-law Coordinator ensures smooth functioning across the By-law Services Division. The main duties and responsibilities of the position are in the areas of licensing program administration and coordination and division coordination functions.

Duties and Responsibilities

1. Licensing Program Administration and Coordination (50%):

- (a) Coordinate and process various licensing program tasks, including receiving and processing licence applications, verifying the completeness and accuracy of applications, aiding by communicating with applicants and licensees, coordinating internal departmental application reviews, arranging inspections where necessary, and maintaining accurate records and databases.
- (b) Track, document, and manage licensing complaints and enquiries, ensuring timely and appropriate responses to address community enquiries and/or concerns.
- (c) Coordinate the licensing appeals process, including serving as a point of contact for appellants, ensuring all necessary documentation is received and coordinating and scheduling appeals.

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- (d) Assist with the research and development of licensing by-laws, reports, and related projects and initiatives in coordination with various departments.

2. By-law Division Coordination Functions (50%):

- (a) Manage investigation, inspection, and enforcement data in accordance with legislative requirements and town by-laws and/or policies using software such as CityView and Hotspot.
- (b) Assist with preparing various court documents, including drafting Part III information, summonses and motions.
- (c) Coordinate the various administrative tasks associated with the Town's Administrative Monetary Penalty System (AMPS) By-law, including responding to enquiries and maintaining an accurate record and database of appeals.
- (d) Respond to by-law complaints and enquiries promptly and professionally, ensuring appropriate documentation and referral to relevant staff and/or other departments/divisions.
- (e) Assist in developing, implementing, and evaluating Division policies and procedures.
- (f) Prepare, edit, and proofread correspondence, presentations, reports, and related material.
- (g) Support research and program development within the Division. Assist in tracking and compiling data, statistics, and other information to support research activities.
- (h) Arrange scheduling and coordination of hearings (property standards, licensing, AMPS) and court proceedings.
- (i) Assist with preparing Requests for Proposal/Quotation, including researching, drafting, evaluating proposals, and supporting project implementation.
- (j) Coordinate website updates and maintenance as it relates to the By-law Services Division's priorities and services including updating any applications, documents, policies/procedures, and educational material.
- (k) Assist with the preparation of public education materials.
- (l) Assist management with reviewing Division administrative and service delivery processes to provide performance indicator data toward fostering excellence in customer service and service delivery.

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- (m) Create purchase order requisitions, assist with monitoring budget as required, and coordinate corporate credit card reports/reconciliation for by-law staff as requested.
- (n) Provide general administrative support, such as managing office supplies, coordinating meetings, scheduling inspections for officers, and handling routine office tasks to ensure the efficient functioning of the Division.
- (o) Crossing guard program:
 - (i) Coordinate the Town's crossing guard program by organizing and participating in orientation and training programs for new and existing crossing guard staff and performing crossing guard duties when required.
 - (ii) Assist with managing the crossing guard schedules and timesheets, and coordinating changes and coverage as needed.
- (p) Parking administration
 - (i) Participate in the first attendance or screening process for issued parking tickets or penalty notices.
 - (ii) Perform administrative tasks related to the Town's parking program in line with requirements set out in the Provincial Offences Act and any other laws.
 - (iii) Coordinate the various administrative tasks associated with the Town's Private Property Parking By-law and Private Enforcement Officer Program.
 - (iv) Assist with managing the seasonal by-law enforcement officer schedule.
- (q) Animal control service:
 - (i) Assist the Division with dog licensing, including managing data and communications.
 - (ii) Assist in managing the Town's Coyote Management Plan by reviewing submitted sightings and concerns, distributing information, and ensuring appropriate follow-up actions are taken as necessary.

Work in compliance with the Highway Traffic Act, Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes, departmental policies/procedures/practices, and operational guidelines. Ensure that all necessary personal protective equipment (e.g., safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

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Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

Knowledge, Skills and Experience

1. Diploma in Business Administration, Public Administration, Public Policy, By-law Enforcement, Police Foundations, or related field.
2. Two (2) years of previous administration/office experience. Previous work experience in a municipal or public sector environment is an asset.
3. Completion of or enrolment in the Municipal Administration Program would be an asset.
4. Ability to research and interpret Provincial and Federal Statutes and Regulations, including the Provincial Offences Act, the Municipal Act, and Municipal By-laws such as Property Standards, Animal Control, and the Town's Licensing By-laws.
5. Excellent administrative, communication, interpersonal, organizational, time management, and public relations skills, together with the ability to use tact and discretion and to deal courteously and effectively with the public and fellow staff members.
6. Ability to multi-task, cope with interruptions, work under pressure to meet multiple deadlines, and exercise discretion and good judgment, particularly when handling highly confidential/sensitive information. Possess high degree of personal initiative and integrity.
7. Working knowledge of Microsoft Windows and Office applications. Previous experience with by-law and administrative software (i.e. CityView, HotSpot, WorkTech, iCompass, Great Plains, or The Ontario Municipal Records Management System) is an asset.
8. Valid Class "G" driver's licence and Driver's Abstract satisfactory to the Employer. Ability and willingness to travel within the community as required.
9. Possess a current Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the employer, and a valid standard first aid & CPR/AED Level C certification (or willing to obtain).

Physical Demands and Working Conditions

Physical Effort: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Daily tasks may include operating a computer, visiting sites, attending meetings and training, concentrated attention to detail during report review, analysis of various information and computer work. Individuals must operate office equipment such as computers, copiers, and scanners. (100%)

Normal hours of work are thirty-five (35) hours per week, usually Monday through Friday, with a one (1) hour unpaid meal break. Flexibility in scheduling is necessary as there may be the occasional requirement to attend to functions outside of normal work hours, change shifts to work evenings or weekends to accommodate high volume periods or for after-hours customer service initiatives, or to work extra hours as needed.

Physical Environment: Work is conducted in a standard office environment. (90%)
Work involves travelling to other Municipal buildings or off-site locations, meetings and training held in meeting rooms or conference rooms. (10%)

Sensory Attention: Visual concentration and repetitive keyboarding tasks. Ability to coordinate hands and eyes rapidly and accurately when using equipment. Periods of continual visual concentration and must be able to distinguish numbers and characters on an electronic screen. Vision abilities required include close vision, colour vision and the ability to adjust focus. (70%) Requires the ability to prepare and read letters/correspondence, etc. The ability to communicate effectively, including explaining processes and instructions and speaking before groups of people. (30%)

Stress: Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited (75%). Occasional exposure to disgruntled members of the public (15%). Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress. (10%)

Contacts and Dimensions

Direct Reports: 0

Indirect Reports: 11

Total Employees Serviced: 11

Other Working Relationships: Position communicates regularly with staff, residents, external agencies, court and enforcement staff, and the general public.

Budget: n/a

Salary Budget: n/a

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Review and Signatures

Employee Name: _____

Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Manager/HR Signature: _____ Date: _____