



By-Law Compliance Clerk

People, Place, Prosperity

Working within our Strategic Plan, Cambridge Connected, and committing to our values of Integrity, Respect, Inclusiveness and Service, the successful candidate will work together to help the City of Cambridge achieve our vision: A place for people to prosper – alive with opportunity.

Job Profile

The City of Cambridge has one permanent full-time opening for a By-Law Compliance Clerk within the City Clerk Division, Corporate Services Department available immediately. Reporting to the Manager of Municipal By-Law Compliance, this position provides a variety of administrative services/functions that support the By-law Compliance team.

What you will be doing

- Responds to in-person, telephone, and e-mail complaints/ inquiries from internal staff, elected officials, or members of the public, relating to municipal by-laws in accordance with procedure, policy, and established timeframes. Including but not limited to rates, fees, fines, penalties, payments, permits, policies, procedures, municipal by-laws, Provincial Offences Act (“POA”), etc.
- Input confidential records, complaints, and relevant notes into the computerized tracking system and is responsible for records management.
- Resolve first-level escalated matters relating to tickets, permits, investigations, and payments.
- Checks, processes, completes, and signs applications for issuance of pool and mobile sign permits based on interpretation of applicable by-laws. Calculates and collects fees.
- Undertake scheduled processes of the ticket lifecycle for parking and non-parking matters, including analysis of payment and owner information records, ticket entry, and mailing out notices.
- Inputs data into the appropriate system in accordance with established procedures; composes letters and correspondence as requested. Advises the Manager where there appear to have been data or data entry discrepancies between Finance or other departments and the Municipal By-law Compliance section.
- Supports the General Appeals Committee hearing processes and meetings, including but not limited to preparing hearing documents, and updating records.
- Provides input, support, and administration to various department projects.
- Assists in researching and drafting By-Laws and other legislation.

- Issue and receive purchase orders for property standards/lot maintenance cases and other section purchases in accordance with by-laws, policies, and procedures.
- Work with all members of the Municipal Compliance team and internal and external stakeholders to develop a strong working relationship.
- Prepares a variety of statistical reports and compiles information as requested.
- Maintains and protects the confidentiality of certain records and information, exercising considerable public relations tact.
- Liaises with other City divisions, enforcement authorities, and other community organizations in referring complaints, providing information, and assisting with the coordination of cooperative enforcement programs.
- Identifies efficiencies and recommends process changes, reviews processes, recommends standard operating procedures, develops training documents, and provides training and assistance to new staff.
- Provides administrative support to department staff, including but not limited to data entry, filing, attending meetings, and minute-taking.
- Ability to work outside regular working hours, as required.
- Performs other duties as assigned.

Education

Successful completion of a post-secondary certificate or diploma in Public Administration, Paralegal, Law, and Security/Police Foundation or a related field.

Experience and Knowledge

- Specialization in legal administration is considered an asset.
- Completion of Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) courses such as the Municipal Administration Program, Municipal Law Program, or Municipal Licensing is considered an asset.
- Courses offered by the Municipal Law Enforcement Officers Association of Ontario (MLEOA) and the Ontario Association of Property Standards Officers (OAPSO) are considered an asset.
- One (1) to two (2) years of progressively responsible and diversified administrative experience, including:
- Excellent computer and technical skills including proficiency with Microsoft Office (Word, Excel, Power Point and Outlook), AMANDA, GIS, SharePoint, Adobe, ARIS (Authorized Requester Information System), Maximo, Ticket Tracer and Gtechna Command Centre would be considered an asset.
- Public sector experience considered an asset.
- Must possess excellent organizational skills to multitask and to process a high volume of items efficiently and accurately including Proficient time management skills and flexibility to handle shifting priorities and changing workloads in a fast-paced environment.
- Proven attention to detail is essential.

- Demonstrated interpersonal, organizational, communication and customer service skills to represent the division in a courteous manner in dealing with the public, staff, resolving difficult issues and in coordinating customer service responses.
- Advanced communication skills (both verbal and written) to address inquiries and concerns from the public, including experience in dealing with difficult people.
- Demonstrated ability to read and interpret legislation.
- Experience dealing with difficult people and proven ability to diffuse emotionally charged situations.
- Ability to work in and encourage a team-oriented environment, including cross-training.

We will ask you for these items if you are hired

Proof of your current and valid certificate(s) and/or educational qualifications.
Worker Health and Safety Awareness Training certificate from the Ministry of Labour.
(may be obtained post offer)

Your compensation

This position is within Grade 5 of the inside workers union salary schedule and has a salary rate range of \$57,567 - \$61,188. We offer a comprehensive benefits package and are an Ontario Municipal Employees Retirement System (OMERS) employer.

Location of position

City Hall, 50 Dickson Street, Cambridge.

Hours of work

The current regular hours of work are in accordance with the collective agreement, however, currently are Monday to Friday, 8:30 a.m. to 4:30 p.m. (35 hours per week). Regular hours of work are subject to change at the discretion of the Manager of Municipal By-law Compliance.

Advertisement expiration date

Interested candidates should apply at www.cambridge.ca/careers. This posting will close on December 11, 2024.

Accommodation needs and protection of privacy

The City of Cambridge recognizes and appreciates diversity and inclusion enhances our public value commitment.

We strive to create an accessible and inclusive experience and encourage all qualified people to apply, including and especially people from equity-deserving groups. Qualified applicants will receive consideration for employment with honour and respect toward their individual dimensions of diversity.

We strive to remove barriers that may prevent qualified applicants from fully participating in the recruitment and selection process. Accommodation in accordance with the Ontario Human Rights Code and other applicable legislation is available throughout all stages of the recruitment and selection process.

Contact HRServices@Cambridge.ca to make your needs known in advance.

For more information on our Employment Equity, please read our full policy.

Personal information collected in relation to the recruitment process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act and used solely to determine eligibility for employment with the City of Cambridge only.