

Experience it – Ajax!

The Town of Ajax, situated on the northern shore of Lake Ontario, is an innovative municipal sector leader that provides a variety of services to one of the fastest growing communities in Ontario. With over 130,000 residents, Ajax's rich heritage and culturally diverse community make it a great place to work and live.

Manager of By-law Services

Reporting to the Deputy Chief Administrative Officer (Corporate Services), the Manager of By-law Services is responsible for the overall management, development, and provision of by-law enforcement services, including Animal Services in the Municipality. This role is responsible for managing staff, including recruitment, performance management, education, and training as well as the day-to-day operations of the Division which includes responsibility for formulating and implementing policies and procedures, advising and consulting with staff to resolve difficult cases/inquiries while meeting the needs of the public. This role is responsible for managing and monitoring the allocation and use of resources to ensure service levels are met, and researching and writing regulatory, enforcement and licensing by-laws, liaising with internal and external agencies, as well as interacting with Members of Council and the public.

Key Duties

- Providing leadership and direction to staff for the undertaking of the responsibilities and operations of the Division, and planning for the long-term growth and development of the Division.
- Responsible for interpreting municipal bylaws, provincial legislation and court decisions.
- Reviewing and conducting research and analysis on department bylaws, incorporating best practices and the changing legal framework at the provincial level, and preparing reports with recommendations to Council for consideration.
- Developing and implementing major new programs and initiatives as directed by Senior Leadership or Council (i.e. parking permit programs, proactive enforcement programs, new licensing regimes).
- Responding to inquiries and complaints from Council, the public, agencies, etc., pertaining to the interpretation and enforcement of Municipal by-laws and related regulations, policies, and procedures.
- Responsible for the annual budget for Animal Services, Parking and By-law areas;
- Manage all by-law-related legal matters including Superior Court Actions, Applications, and Appeals, and work with prosecutor/legal counsel to determine Town's course of action.
- Ensuring that work and payments are processed in a timely fashion for contractors completing work for various property standard orders.
- Working with Supervisors to coordinate all officer training requirements in relation to day-to-day duties, investigative techniques, note taking, officer safety, etc.
- Providing oversight for the Property Standards and Animal Appeals Committee.

- Facilitating collaboration and interaction by building and maintaining strong relationships with external stakeholders, including Durham Regional Police Service, public health, etc.
- Establishing protocols and processes to streamline and build upon efficiencies, best practices, and enforcement practices based on business and operational needs.
- Assigning responsibility for tasks, actively monitoring progress, metrics and key data to ensure the team meets objectives and is working in compliance with approved procedures and meeting defined service levels.
- Implementing and routinely reviewing standard operating procedures and documentation within the Division.
- Available after-hours for Officer emergencies.
- Significant involvement with the operation and expansion of the Town's Administrative Monetary Penalty (AMP) system.

Qualifications/Skills

- University Degree in Criminology, Public Administration, or a related field, or equivalency.
- Certified Municipal Law Enforcement Officer and Certified Property Standards Officer designation required.
- Minimum nine (9) years of progressively responsible experience in the field of Municipal Law Enforcement with a minimum of four and a half (4.5) years of supervisory experience, or a combination of training, education and experience deemed equivalent.
- At least two (2) years' experience with budgeting and purchasing
- Formal training and skills in de-escalation techniques.
- Proficient skills in Microsoft 365 and various software programs used to support By-law enforcement divisions
- Unrestricted Class 'G' Ontario Driver's License with clear driver's abstract required.
- Superior interpersonal skills to effectively communicate with a broad range of business colleagues, senior administrators, elected officials, lawyers and residents.
- Knowledge of data and metrics to measure performance and monitor KPIs within the section, individually and collectively
- Administrative ability to organize and manage time constraints in relation to the planning, coordinating, and monitoring of work plan items, court activity and schedules.
- Excellent research, analytical and problem-solving skills.

What is Offered to Staff

- Rate of Pay: \$127,744 - \$159,680 per year
- Hours of Work: This is a non-union position that works 35 hours per week. The hours of work are Monday to Friday from 8:30 a.m. - 4:30 p.m., but there is an expectation of availability after-hours for emergency (on a rotating basis with By-law supervisors).

- **Benefits:** The Town offers full-time staff a comprehensive benefit package with paid sick, vacation and personal leave days; Parental leave top up program; Employee & Family Assistance Program; Health & Wellness Program, Town of Ajax Fitness Centre Combo Membership; plus a defined benefits pension (OMERS pension).
- **Hybrid Work Program:** The Town offers a Hybrid Work Program. A flexible work arrangement, including the option to work from home some of the time, is currently a possibility with this position, and can be discussed during the interview process.

How to Apply

To apply for this exciting opportunity, please go to the Town of Ajax website at www.ajax.ca/careers. The closing date for this position is **11:59 p.m. on November 19, 2024**.

We would like to thank all applicants however, please note that only those selected to attend an interview will be contacted and all other applicants will be kept on file. Applicants are advised that written, oral and practical testing may form part of the selection process.

Equal Opportunity Employer

The Town of Ajax is an equal opportunity employer, committed to diversity and accessibility within the workplace where all employees feel valued, respected and supported. The Town embraces diversity and gender expression through policy, staff training and providing positive spaces. The Town encourages applications from all qualified candidates. If selected for an interview, please inform Human Resources staff of any accommodation you may require during the process.