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**Non Union**

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**Job Title:** Manager Licensing and Enforcement**Job Opening Id:** 41322**Business Unit:** Office of the Deputy CAO**Location:** Welland SAEO Office**Full/Part Time:** Full-Time**Salary Grade:** 9**Post Date:** 2025-01-16**# Required:** 1**Division:** Office of the Deputy CAO**Standard Hours:** 35.00 / week**Regular/Temporary:** Regular**Salary Range:** \$114,730.00 - \$134,980.00**Close Date:** 2025-02-05

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**This position currently falls within our hybrid model, allowing the employee to typically work a minimum of 50% of your time at your regular work location and the other 50% of time at home.**

As an employer of choice, Niagara Region offers competitive salaries and benefits, a defined benefit pension plan, a corporate wellness centre, access to the Employee and Family Assistance Program (EFAP), mentorship and training programs, employee recognition programs, and more. In addition, the Region recognizes the value of having flexible work arrangements to support better work-life balance for our employees. Hybrid work arrangements may vary from one employee to another and may also differ in the number of remote workdays. These opportunities remain subject to the alignment of operational needs, business requirements, and customer service expectations.

## ABOUT US

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, email related questions to [diversity@niagararegion.ca](mailto:diversity@niagararegion.ca). To send input on reducing barriers in the current hiring process, please email [myhr@niagararegion.ca](mailto:myhr@niagararegion.ca)

### **Don't have every qualification?**

You may be hesitant to apply if you do not have every qualification listed in the posting. While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds and varying levels of experience and education to apply. Our recruiters will evaluate your suitability for the role.

Please note that for unionized roles, we must follow collective agreement requirements. However, we encourage all interested candidates to submit their applications. We believe success in a role can extend beyond meeting every single requirement.

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## Job Summary

Salary Pending Review

Reporting to the Regional Clerk, the Manager, Licensing and Enforcement Services, is responsible for leading, managing and monitoring a team of Licensing Enforcement Officers and administrative staff in the development, administration and enforcement of Regional By-laws and policies while ensuring compliance with Federal and Provincial statutes, regulations, and standards. The Manager, Licensing and Enforcement Services, will be the Licensing Officer for the purpose of issuing business licences and governance of industries licensed by the municipality.

## Education

- Post-secondary degree/ diploma in public administration, business administration, law enforcement, law, or related field.
- Master's Degree in a related field is preferred.
- An equivalent combination of education and experience may be considered.

## Knowledge

- Minimum 10 years' experience and demonstrated knowledge in the administration and enforcement of municipal by-laws, provincial/federal statutes, such as Provincial Offences Act, Highway Traffic Act, Weed Control Act, Trespass to Property Act and preparation of documentation for court purposes
- Minimum 5 years supervisory/management experience in an enforcement or municipal setting
- Must maintain Region membership in the Municipal Law Enforcement Officers' Association for all Region staff designated as Municipal By-law Enforcement Officers.
- Must maintain status as Agreement Contact for the ARIS agreement with the Ministry of Transportation.

- Must maintain membership with the Provincial Enforcement HUBS on behalf of the municipality.

## Responsibilities

Leads, manages and monitors Licensing Enforcement Officers to facilitate compliance with Regional by-laws, policies and procedures, provincial/federal statutes (40% of time)

- Responds to requests and complaints from the general public, elected officials, representatives of other levels of government, and staff related to business licensing and enforcement matters.
- Ensure Regional By-laws, policies and procedures support the governance and enforcement of regulatory and licensing operations ensuring compliance with mandated Federal and Provincial regulations and legislation.
- Provides advice and guidance to Licensing Officers in legal matters including the issuance of tickets, summonses, giving evidence in courts and tribunals and assisting with appeals of Licensing Officer decisions.
- Appears as an expert witness at court proceedings for the enforcement of Acts, Regulations and By-laws as required.
- Ensures public awareness of licensing and/or enforcement requirements related to business licensing and Regional by-laws and policies.
- Evaluate and review program operations to ensure activities are efficient and effective.
- Provide advice and guidance to staff, internal departments, external community partners and public interest groups related to business licensing and enforcement activities.
- Manage and review incident management and licensing software.
- Analyze best practices, trends and benchmarking with other leading municipal and public organizations related to business licensing and enforcement activities.
- Review legislation to keep abreast of changes and ensure compliance.
- Act as Area Weed Inspector.
- Coordinate and support Licensing Appeals Committee meetings, prepare required documentation and act as Prosecutor for Hearings.
- Support Regional security initiatives as may be required.
- Liaise with applicable staff and agencies related to encampments and undertake action as may be required.
- Act as the Licensing Officer for the purpose of issuing business licences and governance of industries licensed by the municipality.

Manages relationships with internal divisions and external community partners and public interest groups. (20% of time)

- Liaise with various partners (internal and external), related to licensing and enforcement activities.
- Coordinate with other agencies related to joint inspections and/or investigations including preparation of related plans and required documentation.
- Organize and attend public information meetings related to business licensing as may be required.
- Attend area municipal Council/Committee meetings and other public meetings as required.

Ensures effective processes, policies and practices are in place to support legislative and regulatory standards and requirements, monitoring compliance and addressing issues. (15% of time)

- Develop and review policies and standard operating procedures for business licensing activities
- Develop and review training standards and ensure compliance with appropriate legislation.

- Review by-laws and provide advice guidance and support for by-law development and implementation.

Develops, manages, and administers annual and multi-year Capital and Operating budgets for the operating unit ensuring support of Council's objectives, financial transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies. Ensure goods and services are acquired in accordance with the procurement policy. Authorize, and administer the acquisition of goods and services for the operating unit and direct reports in accordance with the procurement policy and procedures. (10% of time)

Manages people resource planning for the division or operating unit, determining ideal organizational structures, identifying desirable role and skill mix requirements and ensuring ongoing work quality and deliverability of results. (15% of time)

- Enables results with the organization's human capital strategy to foster employee engagement.
- Directs and provides leadership for the activities and coaching of direct reports, providing work direction, setting priorities, assigning tasks/projects, determining methods and procedures to be used, resolving problems, ensuring results are achieved, and managing staff recruitment, performance, and skill development activities.
- Maintain and review training programs for business unit staff.
- Ensures alignment and coordination of activity and quality of output between teams under their direction
- Ensures focus is service excellence, communication/transparency, innovation, and data integrity and work flow integration.
- Ensures staff has the information and resources to make successful plans and decisions.
- Ensures all people related issues, including recruitment, grievances and labour relations issues, are aligned to HR and Corporate standards and practices.
- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within their division and department
- Ensures Occupational Health & Safety policies, programs and practices are implemented, and maintained. This includes workplace inspections, monitoring, accident reporting and investigations, and ensuring any observed hazards or lapses in the functioning of OH&S processes, and other OH&S concerns are responded to promptly.
- Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures.

## Special Requirements

- Must possess and maintain a valid and unrestricted specified licence for the class of the vehicle operated.
- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records and Judicial Matters Police Check annually.

Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.

## How to Apply

Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values. To view the full job description, requirements and apply on our Careers Site, visit our Careers page - Job Opening #41322 (<https://www.niagararegion.ca/government/hr/careers/>)

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges, today!

Let us know why you would be an excellent team member by submitting your online application no later than **February 5, 2025**, before midnight by visiting our 'Careers' page at [www.niagararegion.ca](http://www.niagararegion.ca). We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.