



Manager, Enforcement – Kingston, Ontario

Job Number: J0125-0212

Bargaining Unit: Non-Union

Job Type: Regular Full-Time

Hours of Work: 35 hours per week

Salary Range: \$100,666.00 - \$125,823.00/Year

Closing Date: January 31, 2025

Opening Statement

We acknowledge that the City of Kingston is situated on traditional Anishinabek (Ah-nish-nah-beg), Haudenosaunee (Ho-den-o-show-nee) and Huron-Wendat (huron-wen-dat) territory and thank these nations for their care and stewardship over this shared land. Kingston is a smart, livable city in the heart of eastern Ontario. Its stable and diversified economy includes global corporations, innovative start-ups and all levels of government.

At the City of Kingston, we believe that diversity and inclusion are essential elements of a thriving workplace. We value the unique perspectives and experiences that each individual brings to our team. As we continue to grow, we are dedicated to creating an environment where all employees feel welcomed, respected, and empowered to contribute their best work. The City of Kingston views diversity as its strength and we encourage applications from individuals of all backgrounds, including those from underrepresented communities.

As staff, you play a pivotal role in enhancing people's lives by delivering exceptional, customer-centered services while working for an organization known for excellence and innovation.

Position Summary

The Manager of Enforcement is responsible for the management and ongoing development of customer services in the area of Enforcement by ensuring quality service provision through highly trained professional staff and process improvement. The Manager is responsible for the development and enforcement of policies, by-laws, procedures, and strategies as well as the management of escalated complaints for relevant services. This position supports and provides strong leadership to staff and builds strong relationships with key stakeholders. Through timely training and

development and resolution of escalated requests, the Manager will promote integrated services and an enhanced quality of service delivery.

The Manager supports strategic planning, budget development, work planning, human resources, staff development and change management and collaborates with internal and external stakeholders to build working relationships that are mutually beneficial.

KEY RESPONSIBILITIES

Oversee general by-law enforcement which includes, line fences and property standards

Responsible for the statutory obligations under several Federal and Provincial Acts (including Dog Owners Liability Act, Highway Traffic Act, Livestock and Honey Bee Act, Line Fences Act) and ensure that compliance is met within City limits

Act as the spokesperson for the Division before the media, court, Committees of Council, and other committees, both internal and external to the City and attend Council meetings as required.

- Consult with the public and other agencies to recommend resolutions for the community that will bring a balanced resolve to issues that may arise

Oversee the talent and financial resources for the department to ensure they are being used effectively, including:

- Support budget development and related programs
- Management of direct reports by monitoring progress toward goals with sustainable results

Implements best practices to meet the changing demands of enforcement through changes to internal and external procedures, and to provide a positive working environment

- Consult on amendments and/or the creation of by-laws throughout the City for enforcement purposes

Other duties as assigned

Qualifications, Competencies

3 year diploma/degree from a post secondary institution. Diploma in Community and Justice Services or Police Foundations, preferred

5 years of recent and relevant progressively responsible supervisory experience in administration, policy and procedures development and customer service

Certified Municipal Law Enforcement Officer (MLEOA) and Certified Property Standards Officer (CPSO)

Experience in a public sector environment; including demonstrated knowledge of court procedures, preferred

Experience in report writing, management of operation and capital budgets, addressing and resolving customer complaints

Recent and relevant experience working in a unionized environment, preferred

Demonstrated knowledge of court procedures is an asset

Must demonstrate corporate values of Belonging, Collaboration, Accountability, and Innovation

Skills, Abilities, Work Demands

Demonstrated knowledge of City Bylaws and Provincial Regulations, and how they relate to the day-to-day operations of Bylaw enforcement

Ability to understand and respond to the needs of, liaise with and build relationships with internal and external stakeholders

Strong leadership and team building skills, with the ability to prioritize, mentor and manage a team

Developed analytical and research skills with the ability to formulate solutions to complex issues, manage financial, human, and physical resources, evaluate the effectiveness of decisions, think strategically, and deliver results

Valid class G driver's license

Required to obtain and maintain a satisfactory criminal record check

Closing Statement

Please apply to Career Opportunities at: www.cityofkingston.ca/Careers

Please inform us of any accommodations we need to make to ensure a barrier-free recruitment experience. Accommodations are available in accordance with the Ontario Human Rights Code (OHRC) and Accessibility for Ontarians with Disabilities Act (AODA)

at any stage in the recruitment process. We're happy to provide more information if you email us at HRCity@cityofkingston.ca

Your resumé must demonstrate how you meet position requirements. Please upload to your profile any educational Degrees, Diplomas and/or Certificates that are relevant and required for the position. We thank all who apply, however, only those selected for further consideration will be contacted. Information collected will be handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act.