

Town of Caledon

make a difference



Job Title: Coordinator, AMPS (2 Permanent Full-Time Vacancies)

Closing Date: June 20th, 2025, 12pm

Town of Caledon is a dynamic municipality that successfully balances urban, rural, and agricultural communities. Our energetic staff are guided by our core values that create an environment for continuous improvement and customer service excellence.

In addition to offering exciting career opportunities, the Town also provides a competitive and comprehensive total rewards package. Come see how you can ***make a difference***.

The Opportunity

Reporting to the AMPS Supervisor, the Coordinator, AMPS is responsible for providing necessary support required for coordination and administration of the Town's Administrative Monetary Penalty System (AMPS) and dispute hearing processes. This position is also responsible for providing client service and support and assisting all persons involved in the day-to-day operations of AMPS, including determining and responding to their needs and explaining requirements and procedures, such as responding to internal and external inquiries, tending to the customer service window, scheduling screenings and hearings, and ensuring all documents are properly completed, processed and filed. As the Coordinator, AMPS you will perform the following duties, including but not limited to:

- Guide penalty contraveners on penalty payments, disputes, extensions, and accommodations.
- Handle/resolve difficult situations in a professional manner utilizing knowledge of legislation, by-laws, policies, and procedures whether in person, by telephone or in writing, providing accurate information in a professional and respectful manner. Identify inquiries requiring escalation to the Supervisor
- Provide customer support such as responding to telephone, email and counter inquiries, processing AMPS payments (online/mail/in-person) and update case systems, de-escalate emotionally charged situations, and preparing deposits.
- Handle and upload confidential documents received as screening and/or hearing reviews.
- Receive and review requests for screenings and hearings submitted either in-person at the customer service window or online through computerized systems.
- Use Gtechna software to schedule screening or hearing appointments and provide the client with their screening or hearing appointment, either in person or by email.



6311 Old Church Road
Caledon, ON L7C 1J6
www.caledon.ca

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- Review requests carefully to identify the type of request and respond by scheduling the appropriate appointment (screening/hearing/extension application) and providing the corresponding document with the date and time of the appointment.
- Perform additional duties and undertake special projects as assigned

The Ideal Candidate

We are seeking a passionate professional with a post-secondary degree or diploma in Municipal Administration, Municipal Law, Business Administration, or related discipline, or equivalent combination of education, training and progressive experience. Our ideal candidate has a minimum of 1-3 years of experience and knowledge in municipal law or municipal law enforcement in the Province of Ontario; knowledge of the Town's regulatory by-laws. Experience in adjudication and mediation.

The ideal candidate will have demonstrated knowledge and ability to interpret applicable government regulatory bylaws (such as municipal parking and licensing bylaws), provincial court proceedings, municipal and provincial legislation such as Provincial Offences Act, Highway Traffic Act, Municipal Act, 2001, and Planning Act.

We are seeking an individual with excellent customer service, interpersonal, public relations, and problem/complaint resolution skills; Ability to deal courteously and effectively with internal and external stakeholders, maintaining composure regardless of the demands of the environment. Demonstrated high ethical standards and integrity.

The successful candidate for this position will be required to work a flexible schedule, including in the office, remotely and after hours (as required).

This position offers a salary range of \$67,259.33 - \$84,074.16 plus a competitive benefit package.

Satisfactory passing of a criminal record check, and proof of qualifications will be required of any successful candidate(s) for this position.

The Town is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. The Town is an equal opportunity employer that is committed to an inclusive and barrier-free workplace. If your application requires accommodation, please contact People Services at (905) 584-2272 Ext. 4738.

*Applications for this posting will be accepted until **June 20th, 2025, 12:00PM.***

How To Apply

To learn more about employment with the Town of Caledon and to apply for this exciting and challenging opportunity, visit: www.caledon.ca/careers

If needed and upon request, this document can be made available in an alternative format.



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