
Non Union

Job Title: Supervisor, Business Licensing & Enforcement

Job Opening Id: 43846

Required: 1

Business Unit: Office of the Deputy CAO

Division: Business Licensing

Location: Welland Community Services & Business Licensing

Standard Hours: 35.00 / week

Full/Part Time: Full-Time

Regular/Temporary: Regular

Salary Grade: 5

Salary Range: \$ 87,470.00 - \$102,900.00

Post Date: 2025-11-11

Close Date: 2025-11-24

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. To send input on reducing barriers in the current hiring process, please email 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 Manager of Licensing and Enforcement Services, the Supervisor of Licensing and Enforcement Services is responsible for coordinating and assigning staff to investigations and enforcement of Regional and applicable local municipal licensing and regulatory by-laws and applicable provincial and federal legislation. Assigns staff to inspections of licensed industries, businesses, including but not limited to; vehicles, yards and individuals which includes salvage yards and shops, second-hand shops and dealers, taxis/transportation network company brokers, owners, vehicles and drivers, and body rub and adult entertainment parlor owners, operators and entertainers/attendants.

In addition, this role conducts audits on outstanding businesses and license holders, routinely monitors department statistics and key performance indicators as required by the Manager, provide guidance on the drafting of charges, warnings, notices,

summonses, subpoenas, order, search warrants, inspections and evidence pursuant to the Municipal Act, Provincial Offences Act or any other applicable legislation.

Education

- Post-secondary degree/diploma in public administration, police foundations, criminology, judicial proceedings, regulatory/public administration, business administration, or other related field.
- An equivalent combination of education and experience may be considered

Knowledge

- Minimum of 6 years' experience in a law enforcement role (police, special constable, peace officer, provincial offences officer, municipal by-law enforcement officer) enforcing regulatory legislation (municipal, provincial, federal) and conducting complex investigations or inspections, coordinating multi-jurisdictional investigations/inspections and completing related occurrence or inspection reports with an understanding of court service procedures and practices; evidence collection, preservation and presentation.
- Minimum of 2 years' experience as a Team Lead or Supervisor.
- Ability to be appointed as a Municipal By-Law Enforcement Officer and maintain a designation as a Provincial Offences Officer upon hire.
- Ability to be appointed as a Regional Weed Inspector.
- Demonstrated ability to effectively function in a results-oriented environment and predominately unionized environment.
- Ability to remain calm and self-controlled under pressure when dealing with complainants and violators.
- Proficient in using the MS Office suite of software including Excel; internal incident management and licensing databases, provincial databases and GPS.
- Ability to make and justify operational decisions.
- Excellent time management and organizational skills; ability to prioritize multiple demands and re-adjust priorities, oversee the development of work schedules, monitor progress towards task completion/goals, and addresses challenges as they arise

Responsibilities

Lead the day-to-day enforcement and administrative activities of Enforcement Officers including summer and co-op students in facilitating compliance with Regional By-laws, policies and procedures, provincial/federal statutes and any other applicable regulations to the unit. (50% of the time)

- Provides direction to Licensing Enforcement Officers and Clerks.
- Provides direction and assists with training of new hires and mentorship of existing staff.

- Provides guidance and interpretation for applicable legislation and assigns and coordinates inspection/re-inspection activities and proactive and reactive enforcement measures. Assigns investigations and prepares audits and recommendations to monitor compliance.
- Assists with review and provides recommendations for regulatory by-laws, set-fine orders, training, and standard operating procedures.
- Assigns and schedules work details to Licensing Enforcement Officers.
- Coordinates training and ordering of equipment, supplies and uniforms.
- Makes budget recommendations.
- Coordinates on-call responsibilities in conjunction with the Manager.
- Acts as Manager in their absence.
- Monitors and audits outstanding licenses and licensees to ensure compliance with regulatory framework.
- Monitors and audits department analytics including but not limited to; number of licences issued, complaints investigated, calls received and any other operationally important data.
- Assists with the investigation of files as directed by the Manager
- Meets with clients to process and issues licenses and collects the appropriate fees.
- May be required to present or review evidence and testify in Provincial Offences Court as a Municipal Law Enforcement Officer or Provincial Offences Officer.

Supervises staff, coordinating and planning work, providing work direction, assigning tasks and projects, determining methods and procedures to be used, monitoring quality of work, resolving problems and ensuring assigned results are achieved. (20% of time)

- Enables results with the organization's human capital strategy to foster employee engagement.
- In conjunction with the Manager provides training and development, coaching and discipline when necessary, and manages staff recruitment.
- 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;

Assist the Manager, Business Licensing in the drafting of procedures, policies, new regulatory framework, provide input into the annual operating budget. (10% of the time)

- Assists in reviewing policies and standard operating procedures related to business licensing activities.
- Assists in the review of existing legislation and provides advice on by-law development and implementation.
- Provides input into the departmental budget by identifying pressures and operational requirements.

Participates in community engagement initiatives, special enforcement projects, and attends Council and public meetings, as applicable (10% of the time).

- Attends Council and public meetings on behalf of the Manager, as required, and provides reports and updates.
- Attends and actively participates in Licensing Appeal Committee meetings.
- Leads special enforcement initiatives, as required.
- Liaise with law enforcement and other agencies when required to conduct complex investigations.

Manages and administers annual and multi-year Capital and Operating budgets for which they are delegated authority 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. Administer and approve the acquisition of goods and services for their direct reports in accordance with the procurement policy. (10% of time).

Perform other related duties and responsibilities as assigned or required.

Special Requirements

- Must possess and maintain a valid and unrestricted class G license 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 and submit a Canadian Police Clearance Certificate.
- Must sign an Oath of Secrecy and Confidentiality Agreement upon hire.
- Upon hire the employee must maintain memberships with Municipal Law Enforcement Officers Association, Regulatory and Enforcement Directors Council of Ontario and the Association of Municipal Clerks and Treasurers of Ontario.
- Rotational shift work is required including weekends and holidays.
- 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 **#43846** (<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 **November 24, 2025**, before midnight by visiting our 'Careers' page at www.niagararegion.ca. We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.