



Township of Essa Job Description

Position Title: Clerk/Manager of Legislative Services November 2022

Reports to:	CAO	Last Revision Date:	November 2022
Department:	Clerk's Department	Supervise staff or assign work (lead hand) or no HR responsibility?	Yes
Location:	Municipal Office	List all positions directly supervised:	Deputy Clerk Municipal Law Enforcement Officers Administrative Assistant
Standard weekly hours per employment agreement:	35	List of all position indirectly supervised:	IT Technician Canine Control Contract Services
Position Status (FT, PT, Seasonal, Student, Contract, Volunteer)	Full time	Pay Band #:	
Pay Method: (Salary or Hourly)	Salary	On Call (Yes reference to details)	No (unless emergency situation arises)
Overtime (Eligible? Weekly Threshold?):	Unpaid, 5 days off in lieu of overtime; plus 2 floater days if attends 75% of Council meetings	Eligible for all staff group benefits? (yes/no) If eligible for some describe which:	Yes
		Eligible for OMERS? (yes/no)	Yes

Scope (Purpose) of Position:

As a part of the Senior Management Team, the Clerk is responsible for the administration and operation of the Clerk's Department with the primary focus being Council Secretariat, Administration, By-law Enforcement and Licensing. Key responsibilities include the provision of support to Council and its Committees, executing the statutory duties of Municipal Clerk, acting as Head under Municipal Freedom of Information legislation, Vital Statistics, and as Returning Officer for Municipal Elections. The Clerk is responsible for corporate communications and records management.

Important Responsibilities Common to all positions (Leave as is, do not add.)

- Have a good understanding of standard Township operating procedures.
- Be familiar and comply with the provisions of the *Occupational Health and Safety Act* and its regulations, and the Township's Health and Safety Policies and Procedures.
- Take every possible precaution to protect themselves and fellow workers from health and safety hazards and unsafe situations.
- Report unsafe acts or conditions to their supervisor or the Health and Safety Committee Representative.



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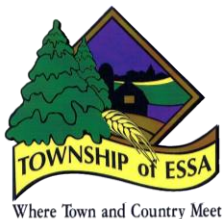
- Report any occupational injury or illness immediately to their supervisor.
- Use personal protective equipment where required.
- Demonstrate teamwork and a strong sense of customer service.
- Perform other duties as assigned.

Key Result Areas (specific to position)	Duties (specific to each Key Results Area) (If list of tasks appropriate refer & attach)	Success Indicators (Key Performance Indicators)
Council Support	<ul style="list-style-type: none"> • Perform statutory duties and responsibilities under the Municipal Act and any other Act as required. • Organize meetings of Council and Committee of the Whole to facilitate government decision making. • Prepare agendas for all Council and Committee of the Whole meetings, including scheduling delegations and presentations and preparing by-laws, resolutions, etc. • Perform function of Council Secretariat and maintain an accurate record of proceedings for all Council and Committee of the Whole meetings. • Maintain Township by-laws and by-law directory. • Communicate Council decisions in a timely manner and provide notice to affected parties as required. • Coordinate appointments of citizens and members of Council to local Boards and Committees. • Direct and/or prepare all required by-laws for submission to Council for approval, in consultation with legal counsel where appropriate. • Ensure Public Notices are prepared and posted in a timely manner. • Conduct research on legislation and regulations regarding policies, processes, procedures and by-laws. • Conduct research and recommend adoption of policies and programs of the municipality. 	<p>Reduced Inquiries overall from Council, Staff, and public, re: Council decisions and protocol, etc.</p> <ul style="list-style-type: none"> ○ Increased communications to staff and public (re: Decisions of Council) ○ Increased use of social media posts ○ Implemented Council Requested Reports Tracker ○ Increased messaging on phone system, social media, Alertable, etc. <p>Decreased complaints reported to Council</p> <p>Comparison</p> <ul style="list-style-type: none"> - Implemented Council Concerns Report Tracker - Increase communication to Council providing status updates



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	<ul style="list-style-type: none"> • Review agenda submissions and staff reports from Senior Management for Council's consideration. • Prepare agendas and provide background information and all related correspondence to Council prior to meetings. • Attend all Council meetings, and accurately record all resolutions, decisions and other proceedings in the minutes as part of the official record of the Municipality. • Ensure timely preparation, compilation and distribution of Council, Special Council and Committee of the Whole agendas, minutes, and correspondence. • Prepare reports, resolutions, and by-laws for Council and Committee based on legislative knowledge, experience, industry standards, wishes of Council or the Community. • Attend Committee, community and other public meetings as required. • Provides advice to Council on procedural matters. 	
Records Management and Licensing	<ul style="list-style-type: none"> • Oversee the Township's Records Management System and maintain such records in accordance with the Township's Records Management By-law and applicable statutes. • Responsible to update Records Retention Schedule annually and ensure that appropriate record keeping retrieval systems are in place and are maintained by staff. • Review and sign corporate contracts, agreements and by-laws. • Issue statutory notifications as required under the Municipal Act and Planning Act. • Act as Commissioner of Oaths for taking affidavits. • Authorize the issuance of business, lottery and marriage licenses in addition to sign permits. • Perform Civil Ceremonies. • Oversee the maintenance and reporting to the Province respecting Division Registrar, Information and Privacy 	<p><u>RECORDS</u> Reduced FOI requests from public through education to staff, re: Routine Disclosure of public records VS. Release of Personal Information</p> <p><u>LICENSING</u> Business Licenses, Dog Tags, Lottery Licenses, burial permits</p> <ul style="list-style-type: none"> - Alternative methods for purchase/renewals were offered via email, EFT, online purchase - Increased reminders to existing license holders



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	<p>Commissioner, Ministry of Transportation (ARIS), Accessibility Directorate Office (AODA), Bereavement Authority of Ontario (BAO).</p> <ul style="list-style-type: none"> • Act as Head under the Municipal Freedom of Information and Protection and Privacy Act, thus promoting access to public information in accordance with MFIPPA and processing requests for information under the Act. • Responsible for the administration, distribution and posting of the Township's Fees and Charges By-law and Schedule of Fees. 	<p><u>REPORTING</u></p> <ul style="list-style-type: none"> - All provincial reporting completed and filed within deadline - AODA Audit – pass achieved upon first attempt
Senior Management	<ul style="list-style-type: none"> • Responsible for the preparation, management, supervision and implementation of administrative procedures and practices. • Coordinate and integrate corporate communications, activities and forms of media including preparation and distribution of press releases, advertising, development and maintenance of Township website and other communication activities. • Coordinate implementation of corporate customer service initiatives. • Identify and implement efficiencies to effectively assist the Corporation and staff in carrying out their work duties. • Research funding opportunities to assist the municipality in funding projects. • Provide advice and guidance on Municipal legislation, by-laws and regulatory compliance requirements, rules of procedure for meetings, corporate agreements, municipal election processes, land acquisition/disposal, provincial initiatives, etc.; sit on hiring committees. • Oversee work submitted by Clerk's Department staff; approve overtime and schedules. • Set performance standards and work schedules and ensure Clerk's Department team meets standards. 	<p><u>SENIOR MANAGEMENT</u></p> <ul style="list-style-type: none"> - Work collaboratively as one team (ie: Creation of IT Steering Committee, IT Strategy) - Impart knowledge to assist SMT - Increase efficiencies and reduce the need for multiple reports to Council (collaborative joint reports, ie: ATVs) <p><u>COMMUNICATIONS</u></p> <ul style="list-style-type: none"> - Increased notices/releases to public using website and social media platforms - Alertable app in use - Phone messaging in use <p><u>EFFICIENCIES</u></p> <ul style="list-style-type: none"> - Identified efficiencies and cost savings in IT Digital and Modernization Project - New website live end of Jan 2022; digitization of Parking Tickets; E-billing module <p><u>CUSTOMER SERVICE</u></p> <ul style="list-style-type: none"> - MOAR module implemented in 2021



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	<ul style="list-style-type: none"> • Train, develop and evaluate employees accountable to the Clerk in accordance with the policies of the Corporation and best practices; recommend discipline. • Foster a team environment by role modeling leadership behaviours empowering employees and building team capability. • As a member of the Management Team, provide input on corporate planning and strategic initiatives. • Contribute to the development of policy, procedures, programs, budgeting and general management issues. • Assist with implementation of strategic plan and direction of municipality for focus areas. 	<ul style="list-style-type: none"> - MOAR METRICS <ul style="list-style-type: none"> ○ MOAR Customer Service Requests referred to applicable departments for follow-up/action <p><u>COST SAVINGS</u></p> <ul style="list-style-type: none"> - Investigated and realized through LAS Canoe Procurement Group and AMO Procurement Opportunities (website) <p><u>STRATEGIC PLAN</u></p> <ul style="list-style-type: none"> - Increased contributions to strategic planning initiatives by aligning staff reports with strategic plan priorities
Human Resources	<ul style="list-style-type: none"> • Responsible for the organization, administration, operation, leadership and management of the Clerk's Department. • Monitor and conduct performance assessment reviews for Clerk's Department staff and recommend step increases. • Participate in hiring committees and recruitment for the Clerk's Department. • Provide constructive criticism for areas of improvement to Clerk's Department staff. • Recommend disciplinary action when appropriate. • Approve overtime and schedules for staff, including vacation and sick time. 	<p><u>RETENTION</u></p> <ul style="list-style-type: none"> - High percentage of retention of staff - Clear concise direction and communication to staff provided to assist staff in effectively carrying out wishes of Council and management and province - Encourage, educate and empower staff - Continual motivation
Election	<ul style="list-style-type: none"> • Responsible for coordination of Municipal and School Board Elections. • Carrying out all responsibilities of Returning Officer of Municipal Election as established in the Municipal Elections Act. 	<p>Smooth election held with few formal complaints</p> <p>Feeling of fair process and treatment by candidates</p>



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	<ul style="list-style-type: none"> • Responsible to ensure legislated deadlines are met in all areas of election, in accordance with the Municipal Elections Act. • Intake agent for complaints in respect of election candidates, and to ensure that candidates comply with Municipal Elections Act. • Recruit Election Staff. • Responsible to ensure fair and democratic process for election. 	<p>Members of the public were left with an impression of ease of voting with process, including instruction, access to voting and casting a ballot</p>
IT	<ul style="list-style-type: none"> • Develop and foster working relationship between IT Service providers and the Township of Essa. • Negotiate terms of Agreement(s) with Service Providers. • Coordinate support services between Service Provider and Essa employees. 	<p><u>IT STEERING COMMITTEE</u></p> <ul style="list-style-type: none"> - Includes all SMT members - Goal is to set priorities looking at what is best priorities for Corporation as a whole instead of what is best per department <p><u>ESSA/INNISFIL CONTRACT</u></p> <ul style="list-style-type: none"> - Relationship has grown exponentially - Innisfil now collaboratively involved in budgeting - Lower server and internet downtime - Average repair time for open tickets is very low - Increased security measures (2-step authentication) and training via NINJIO training <p><u>IT STRATEGIC PLAN</u></p> <ul style="list-style-type: none"> - Return on Investment to be realized with implementation of software and digital services - Efficiencies and cost-savings to be realized through implementation of new business solutions



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By-law Enforcement	<ul style="list-style-type: none"> • Responsible for the enforcement of municipal by-laws. • Coordination of By-law Enforcement Officers in respect of complaints received. • Responsible for approval of all sign permit applications and business licenses as authorized by municipal by-laws. 	<ul style="list-style-type: none"> - Increased compliance through education pieces to residents (via mail inserts, door knockers, messaging, social media, etc.) and through collaborative networking with OPP in messaging - Increased parking enforcement - Created efficiencies and reduced processing guidelines through implementation for efficiency and to reduce turn-around time; (ie: Untidy Notices – Second Notice advises of Final date for compliance with follow-up inspection as opposed to sending three separate notices) <p><u>MOAR METRICS</u></p> <ul style="list-style-type: none"> - MOAR Module By-law cases closed - Improved time for compliance after first notice - Improved number of days to close By-law Case
Budget	<ul style="list-style-type: none"> • Prepare annual operating and capital budget for: Clerk's Department, By-law, Animal Control and Council. • Responsible for accountable and transparent spending within approved budgetary limits. • Responsible to ensure that procurement is completed in accordance with rules outlined in the Corporate Procurement Policy. 	<p>New IT Budget established</p> <p>Stay within budget approvals for expenses in all Department Budgets (Operating Assistance, Council, Clerks, By-law Enforcement, Animal Control)</p> <p>Exceeded Revenue in the following areas: By-law Fines (Parking and Untidy); Business Licensing; Lottering Licensing; Burial Permits</p>



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Other details of the position

1. Describe the type of problems this position may have to solve.

Judgement and discretion are required on a constant basis in dealing with enforcement related issues received from the public, Senior Management and/or Council. The ever-changing statutory and regulatory amendments to legislation affecting municipalities. Ability to interpret policies and legislation. Working knowledge of, and thorough understanding of Municipal By-laws. Parliamentary protocol in Council meetings. Conflict Resolution.

2. Describe the type of decisions this position may have to make.

This job demands effort in areas of dealing with the public, several levels of government and the press/social media. Enforcement related decisions. Parliamentary meeting protocol decisions.

3. List the non-supervisory business relationships that come with the position.

Elected Officials, Committee Members, Ministry Officials, IT coordination, other government employees at various levels.

4. Any responsibility for material resources required by the position? If so list.

Master by-law tracker, Council Agenda and Minute repository, by-law vehicle, computers and cell phones.

5. Any responsibility for information resources required by the position? If so list.

Newsletter, website, social media platforms (Facebook, Twitter), by-law registry, Vital Statistics Registry, IT Network, employee files, records, MOAR, ARIS, Council concerns and referrals to staff and all records in general.

6. What is the spending limit for purchases of the position?

Visa Purchase Card \$10,000. Responsible for the department's budget.

7. Any budget involvement? If so explain

Responsible for the annual operating and capital budget for the department. Makes recommendations to ensure the infrastructure is in place for planned growth and rehabilitation needs and is responsible for project administration. Prepares and monitors the annual operating and capital budgets for the Clerk's Department, Council, By-law Enforcement and Canine Control functions. Coordinates the annual tax grants and community donations application process for Council's consideration.

Expected Behaviours of the position (same for all positions)

	Requirement for Position			
	Not Required	Basic Level	Intermediate Level	Advanced Level
1. Communication				



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(a) Written communications				X
(b) Oral communications one-on-one or in small groups				X
(c) Large group presentation			X	
(d) Positive demeanor				X
(e) Negotiation/Mediation			X	
2. Stakeholder Contact				
(a) Knowledge of the services provided				X
(b) Professional manner in dealing with stakeholders				X
(c) Customer focused orientation (can do)				X
(d) Build strong relationships			X	
(e) Continually improve service			X	
3. Leadership				
(a) Develop a business or strategic plan (planning)		X		
(b) Convince others to buy into our vision or a change			X	
(c) Translate the strategy & plan into action & results			X	
(d) Flexible & adaptive (open to new ideas)			X	
(e) Innovate			X	
(f) Think critically – Think independently			X	
(g) Tolerant (diversity)				X
(h) Empathy			X	
(i) Confidence				X
(j) Active listening				X
4. Supervisory				
(a) Coach & mentor				X
(b) Empower & delegate				X
(c) Manage job performance (give continuous corrective feedback)				X
(d) Discipline and tough decisions as appropriate			X	
(e) Manage succession planning		X		
(f) Create and manage personal development plans for reports			X	
5. Teamwork				
(a) Work effectively with team members who have a variety of skill levels				X
(b) Build & sustain internal relationships				X
(c) Champion collaboration within the team				X



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(d) Accept all feedback (superiors, pers & subordinates)				X
(e) Respect authority				X
(f) Resolve conflict & difficult people				X
6. Working Skills				
(a) Manage workload and meet deadlines (time management)			X	
(b) Deliver results (work ethic)			X	
(c) Manage stress			X	
(d) Manage quality of own work (attention to detail)				X
(e) Ethics & integrity			X	
(f) Autonomy (independent action)			X	
(g) Creativity (originality and independent thinking)			X	
(h) Organization including project management			X	

Qualifications

Formal Education & Training:

Post-Secondary degree in Public Administration or its equivalent. AMCT or CMO designation, or eligibility for same.

Required in house training:

JHS Certificate, ARIS for legal searches, MOAR for data tracking, TOMRMS for records management.

Work Experience:

Extensive experience in the preparation of by-laws and legal requirements for same. A minimum of 5 years municipal experience, preferably in the senior management or supervisory level. Thorough understanding of municipal government operations, departmental functions and organizational structure. Managerial and administrative skills to plan, direct, supervise and coordinate the functions of the Clerk's office, by-law enforcement and corporate communications. Familiarity with legislation pertaining to freedom of information, vital statistics, alcohol and gaming, public notices, fees and charges, municipal elections. Demonstrated knowledge and understanding of Provincial legislation; Municipal Act, Municipal Elections Act, AODA, MFFIPA, OHSA, Provincial Offences Act, Line Fences Act, Protection of Livestock and Poultry from Dogs Act.

Specific Technical & Sector Skills required:

Specialized training in website maintenance, operation of computer software and hardware including web design. Familiarity with legislation pertaining to freedom of information, vital statistics, alcohol and gaming, public notices, fees and charges, municipal elections. Strong knowledge of Municipal Act, Municipal Elections Act, Municipal Freedom of Information Protection and Privacy Act, Line Fences Act, Provincial Offences Act, and other applicable provincial statutes Parliamentary Meeting Protocol.



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Physical Skill & Effort and Working Conditions

Work is performed in a standard office environment with minimal exposure to hazards. (Sustained) manual dexterity may be required to operate normal office equipment. Work generally has a low risk of injury. Hours of work are regular with minimal overtime required. Regularly required to prioritize variable workload.

Mental Skill & Effort and Working Conditions

Excellent organizational, public relations, research, written and verbal communication and report writing skills. Must use sound judgement in dealing with public inquiries and problems relating to the day to day operations of the municipality. Capable of making interpretive decisions and dealing with complex problems. Capable of setting priorities in accordance with the demands of the position. Makes decisions at a senior management level that positively affect the Clerk's Department, ensuring efficient operations and providing service levels as directed by Council. Excellent customer service skills and a proven ability to work as part of a team. Proven ability to utilize a variety of software. Ability to work outside of regular office hours to attend meetings or meet deadlines. Ability to balance multiple demands and coordinate multiple tasks. Deal with interruptions/distractions. Intense visual and mental concentration for extended periods.

SIGNATURES / APPROVALS	Date	Signature
Incumbent:		
Department Head:		
Chief Administrative Officer:		