



The Corporation of the Town of Lakeshore

Job Description

Position: Manager of Clerk Services/Municipal Clerk

Salary: Grade 7, Non Union

Reports to: Chief Administrative Officer

Purpose of Position:

Reporting to the Chief Administrative Officer, the Clerk shall be appointed by the municipality in accordance with the Municipal Act to fulfil the municipality's legislative obligations by performing all statutory and legislated duties of the Clerk. The Manager of Clerk Services shall be responsible for the management of all operational functions of the Clerk Services Division including, but not limited to the supervision of staff; development of policies and procedures, particularly in the area of customer service; cemetery administration; business and lottery licensing; as well as the management of municipal records as required by the Municipal Act and the Municipal Freedom of Information and Protection of Privacy Act.

Qualifications:

- University degree in Business Administration, Public Administration, or related field.
- Completion of Municipal Administration Program (MAP) offered through AMCTO.
- Five (5) to ten (10) years of progressive experience in a municipal government environment
- Excellent computer skills including Microsoft Office Suite Programs.
- Excellent time management and organizational skills
- Experience in records management
- Certified Municipal Manager or Certified Municipal Officer designation would be an asset
- Must become a member in good standing with the Association of Municipal Managers, Clerks and Treasurers of Ontario.

Knowledge:

- A thorough knowledge of provincial statutes and all applicable regulations
- A thorough knowledge of the structure of local government and legal issues pertaining to same
- Excellent verbal and written communication skills.
- Be able to demonstrate the ability to establish and maintain effective working relationships with a diverse group of stakeholders and must be able to effectively manage projects concurrently
- Demonstrate tact and discretion in handling matters of a confidential or politically sensitive nature and maintain confidentiality
- Thorough knowledge of the Municipal Act, Municipal Elections Act and Municipal Freedom of Information and Protection of Privacy Act.



Major Responsibilities:

- Day to day management of the Clerk's division and supervision of staff.
- Organize and oversee preparation of all Council agendas ensuring all supporting information is included and provided and respond and assist with inquiries from the public regarding the agenda and meeting process.
- Attend all regular and special meetings of Council.
- Record all resolutions, decisions and other proceedings of Council
- Responsible for the preparation and distribution of minutes of Council.
- Preparation of by-laws to accompany agreements with outside agencies and other levels of government.
- Provide advice to Council on the rules of the Procedural By-Law or Roberts Rules of order where applicable.
- Implement Council's decisions and establish administrative practices and procedures to carry out Council's decisions
- Undertake research and provide advice to Council on the policies and programs of the municipality and carry out other duties required under the Municipal Act or any other act and other duties assigned by the municipality
- Ensure and oversee communication of actions as a result of Council decisions to staff, external stakeholders and other levels of government when necessary.
- Authority to bind the municipal corporation. Executes agreements, contracts and by-laws with the Mayor on behalf of the Council and corporation.
- Act as the statutory officer, Commissioner of Oaths and Affidavits.
- Act as Division Registrar as designated by the Vital Statistics Act for the Town
- Returning Officer for the Municipal Election. Prepare and implement Clerk's policies for the delivery of the election to ensure the integrity of the election.
- Development and delivery of orientation material for Council and advisory committees
- Committee member recruitment to coincide with the term of Council and when vacancies exist in accordance with the Procedural By-Law.
- Appointed as head of the institution for the purposes set out in the Municipal Freedom of Information and Protection to Privacy Act (MFIPPA).
- Responsible for records management of all corporate documents including by-laws, resolutions, agreements, deeds, agendas, minutes and other documents that are required to kept under the Clerk's control on behalf of the corporation.
- Administers the Town's Record Retention By-Law and oversees the destruction process.
- Monitor and provide input into the departmental budget and project variances as part of the quarterly review.
- Administers the issuance of marriage licenses and performs marriages under the authority of the Marriage Act.
- Oversee the administration of the Lakeshore Dog Pound and complete the duties of the staff resource for the Joint Dog Pound Committee which is comprised of appointed members from the Town of Essex, Town of LaSalle, Town of Tecumseh and Town of Lakeshore.
- Coordinates the delivery of Animal Control services.
- Licensing officer responsible for the issuance of lottery licenses in accordance with the rules and guidelines established by the Alcohol and Gaming Commission of Ontario (AGCO).
- Manage and oversee the issuance of taxi licenses in accordance with the Town by-law.



- Oversee the administration of the annual alarm registration in accordance with the Town by-law.
- Receive, manage and oversee the process for third party bodily and physical property damage loss claims. Liaise with adjuster, broker, insurer and solicitor as required on claims. Implement and oversee subrogation procedures against third party damage.
- Oversee the maintenance of schedules of insurable property, vehicles and equipment owned by the municipality.
- Oversee the list of pre-qualified contractors in accordance with Town policy and ensure the list is maintained and up to date.
- Appointed member of the Lakeshore Festival and Special Events committee.
- Scribe for the Emergency Operations Centre (EOC)
- Oversee the processing of requests for alley closure in accordance with established policy. Correspond with the interested parties and ensure necessary legal documents are prepared and executed to complete the disposition of alley lands.
- Validate petitions in accordance with Town policy for installation of watermains and assumption of private roads.
- Oversee and manage the crossing guard personnel, and ensure they are provided with the training and equipment necessary to fulfill their duties.
- Gather information to prepare a tracking list and review assignments assigned to legal counsel.
- Supervise the filing of all necessary documents with the Ministry of Agriculture and Food and Rural Affairs appeals tribunal with respect to drainage appeals.
- Manage the administration of inactive cemeteries in the municipality.
- Other duties as assigned

Decision Making and Judgement:

- Work is performed under the general direction of the Chief Administrative Officer
- Ensuring the timely preparation and distribution of agendas and background material for Council and Committee members prior to meetings.
- Accurately recording the minutes of Council and Committee meetings and ensuring the preparation and distribution of same.
- Preparing municipal by-laws in accordance with all applicable legislation and regulations submitting for required approvals.
- Ensuring the correct procedures are followed respecting responsibilities under the Municipal Act; and other applicable legislation and regulations.
- Supervising, assigning tasks, ensuring appropriate training and reviewing the performance of reporting employees and ensuring that adequate training and information resources are available to them.

Human Resources:

- Directly supervises:
 - 3 full time Administrative Assistants
 - 12 Part time Crossing Guards
 - 3 Part time Pound Keepers
- Assist in establishing goals and objectives for the department.
- Plan, prioritize and assign work



- Accountable for health and safety responsibilities of staff; must ensure compliance with OHSA as well as Town of Lakeshore’s Health and Safety policies and procedures including WHMIS
- Assist in recruitment, training, setting objectives, performance management, vacation scheduling, lieu and flex time approval, etc.
- Identify and assist in addressing the professional needs of staff

Financial Management:

- Approves expenditures in accordance with approved budgetary guidelines. Expenditures beyond established budget limit must be approved by the CAO and Council.
- Assists with the development of the budget for the department
- Monitors financial variances as part of the monthly or quarterly review; monitor and control budgets in conjunction with finance staff

Interpersonal Skills:

Excellent interpersonal skills to interact with members of Council, staff and the public. Must have proven ability to establish and maintain effective working relationships with a diverse group of stakeholders and must be able to effectively manage multiple projects concurrently.

Internal

- With all members of Council relative to meetings, agendas, delegations, etc.
- With all Directors, Managers and various staff members for the discussion of Municipal business and exchange of information.

External

- With the general public regarding Council meetings, to provide any exchange of information, to relay decisions, respond to complaints, etc.
- With the Municipal Solicitor, Insurance adjuster and broker, Consultants, Contractors, Ministries, other Municipalities and the general public to obtain advice and input respecting departmental matters.

Working Conditions:

Environment

- Works within an office environment in an office.
- Some travel may be required.
- Subject to adverse behaviour when communicating with the general public and others
- Manual dexterity to operate computer and other office equipment

Control over Work Schedule

- Office hours being 8:30 a.m. to 4:30 p.m. (35 hours per week)
- Required to attend all Council and various Committee meetings occasionally.
- Work is subject to deadlines and may be required to work overtime to handle workload.
- Lieu time is capped at 35 hours per year

Updated: Feb 2018

Core Competencies

Leadership	Organizational	Diplomacy
Tact & Discretion	Confidentiality	By-law Development
Communication	Prioritization	Team Building



Revision Log

Date	Change	Author	Re-evaluated
Jul 31/16	New format and general description changes		Aug 2016
Oct 2016	New grade level as a result of job evaluation	Lisa Granger	