

City of Thorold

Deputy Clerk (Non-Union)

Department..... Clerks	Reports to.....City Clerk
Pay Grid Level..... 6	Hours of Work.....35
Position Family.....Management	Location..... City Hall

Job Summary

Reporting to the City Clerk, the Deputy Clerk is responsible for providing a full range of legislative services for the City of Thorold. Key responsibilities include compiling agendas, recording and preparing minutes, and preparing follow-up correspondence for City Council, Public meetings and the Committee of Adjustment. The Deputy Clerk is responsible for leading the City’s customer service program and supervising the customer services and casual staff. Additionally this position will serve as the Freedom of Information and Privacy Coordinator, responsible for the processing of Freedom of Information requests for the development and implementation of the privacy management program. The Deputy Clerk may be required to fulfill the statutory duties of the City Clerk in their absence.

Qualifications

	Minimum Requirements
Education	<ul style="list-style-type: none"> Bachelors degree in Political Science, Public Administration, Business Administration or a related discipline; or combination of education and municipal working experience may be considered. Completion of the Municipal Administration Program (MAP) through AMCTO is required, or confirmed Enrollment (completion within 1 year).
Experience	<ul style="list-style-type: none"> Minimum of two (2) years of experience in a municipal government setting (preferably in a Clerk’s Office environment) Demonstrated working knowledge of <i>Municipal Act, Municipal Elections Act, Municipal Freedom of Information and Protection of Privacy Act, Planning Act</i> Demonstrated leadership skills in relationship building, conflict management, innovation and creativity and critical thinking.
Qualifications, Supplementary Knowledge, Certifications or	<ul style="list-style-type: none"> Advanced skills in Microsoft suite software, FileHold (asset), eScribe Meeting Management; Demonstrated superior customer services attitude; Demonstrated attention to detail, organizational, time management

JOB DESCRIPTION

Designations	<p>and decision making skills;</p> <ul style="list-style-type: none"> • Demonstrated ability to work independently and collaboratively with multiple departments and stakeholders. • Superior interpersonal, organizational, communication and customer service skills to represent the department in a courteous manner in dealing with the public and in coordinating customer service responses
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Supervision

# of Reports	Direct: 5	Indirect: none
Titles of Direct/ Indirect Reports	<ul style="list-style-type: none"> • Licensing Clerk • Customer Service Representative • Casual (3) • Temporary Clerical Staff (Temp Agency) as needed 	

Duties & Responsibilities

Corporate compliance (40% of time)

- Administers the City's Corporate Privacy Management program; responsible for privacy impact assessments, performing privacy audits, and assisting in investigating, documenting and reporting privacy related incidents and breaches, where required.
- Monitors organizational compliance with Accessibility for Ontarians with Disabilities Act, and makes recommendations to the Director of Corporate Services.
- Acts as a Commissioner of Oaths as outlined in the Commissioners for Taking Affidavits Act.
- Actively participates in staff orientation, development, training, and accessibility compliance

Administer information requests, routine disclosure and the Freedom of Information Request Process (20% of the time)

- Responds to written and verbal inquiries from Members of Council, Department Heads, staff, general public and senior levels of the Federal and Provincial governments
- Regularly researches Council reports and by-laws to respond to inquiries
- Acts as the Municipal Freedom of Information and Privacy Coordinator, managing the freedom of information process, liaising with staff through the organization on routine disclosure and active dissemination of government records.
- Provide support to Council members and staff in researching minutes and meeting decisions.
- Retrieval of documents and other records required by management, staff and the general public

Administrative and Advisory Support of Legislative Services (20% of time)

- Coordinate with staff representatives in preparing agendas and addendums for the Committee of Adjustment and public meetings (including Public Forum meetings) for electronic distribution
- Act as a liaison between the Clerk's office and other departments to increase effectiveness of the agenda process ensuring effective meeting management and make recommendations to expedite resolution of concerns, questions and issues
- Provide assistance (i.e. minute-taking, audio/visual (A/V) support) to the City Clerk during Council meetings
- Collects information for the division's databases and ensures secure storage of original by-laws and minutes
- Liaise with the public and community stakeholders to schedule and coordinate delegations to appear before the Public Forum Committee and Council (as necessary).
- Prepare communications and dissemination of information resulting from actions of the meetings and/or direction from Council including preparing letters and memorandums for the signature of the City Clerk

Directs, manages and supervises the day to day operations of the City Clerks staff (20% of time)

- Supervises and manages licensing clerk and providing leadership and guidance for licensing services and the claims management process.
- Provides leadership in the administration of the customer services for the City, working with other departments who provide front line services to ensure efficient and effective communication, information transfer and assistance to the public (reception, front desk services).
- Actively participates in a leadership role in all facets of the administration of municipal elections.

Additional Information

On a day-to-day basis the Deputy City Clerk must operate at a high level and is expected to be able to fill the position of the City Clerk in his/her absence. The Deputy City Clerk is part of the management team for the City of Thorold and is expected to attend and participate in meetings.

In a small, two-tier municipality the Deputy City Clerk is responsible to assist in the many tasks that may or may not be part of a Clerk's Department in a larger single or two-tier municipalities

Working Conditions

- Typical office environment,
- Able to work under minimal supervision
- Mental and visual concentration
- Detail oriented
- Available to attend evening meetings

JOB DESCRIPTION

- Available and willing to work longer hours when the workload demands (ie. Municipal Elections)
- Must possess a valid driver's license and available personal vehicle

Approvals

	Name	Signature	Date
City Clerk	Matthew Trennum	<i>Matthew Trennum</i>	March 1, 2023
Chief Administrative Officer	Manoj Dilwaria	<i>Manoj Dilwaria</i>	March 1, 2023

IMPORTANT NOTE

The statement above reflects the principal functions and duties as required for proper evaluation of the job. Other related duties can only be considered part of the job if they directly relate to the primary function contained herein.

Created/Updated: February 2023

	Name	Signature	Date
Incumbent			