



Screening Officer Corporate Services

Position Summary

Under the direct supervision of the Manager, Licensing & Enforcement the Screening Officer position provides a variety of essential support services to the internal and external customers of the Legislative and Legal Services Department to ensure the execution of administrative and operational procedures related to the Administrative Penalty System, licensing and by-law enforcement.

Major Job Responsibilities

Provide administrative support for Municipal Law Enforcement and acts as the first point of contact for customers looking for Screening appointments, related to penalty notices they have received.

- Responds to a high volume of public inquiries with respect to penalty notice issuance.
- Responsible for front line customer service and administrative services for the Administrative Penalty System.
- Provides back up support the Towns Hearing Officer and Licensing and Enforcement Clerks with respect to the Administrative Penalty System.
- Acts as a commissioner for taking oaths and affidavits related to the enforcement of penalty notices.
- Schedules, documents and notifies defendants of screenings and hearings appointments.
- Conducts screenings of by-law violations either in-person, by phone, electronically or administrative review; provides written notice of decision to defendant.
- Responds to inquiries: provides written and verbal clarification of by-law regulations, administrative processes, related legislation, complaint procedures, appeals and the Administrative Penalty (APS) System.

Acts as a Screening Officer for penalty notice disputes

- Prepares weekly hearing dockets for penalty notice hearing reviews.
- Prepares notice of Administrative Penalty Past Due Notices on a weekly basis.
- Prepares notice of Penalty Past Due Notice in accordance with the penalty notice aging process.
- Liaison with the Ministry of Transportation regarding outstanding penalty notice fees and convictions.
- Maintains records of parking construction schedules and exemptions.
- Reviews extended parking exception forms and communicates with the requestors regarding the approval or denial of each request.
- Receives and distributes incoming payments and correspondence received by mail. Investigates status of cheques with insufficient funds; oversees the application of additional fees and accompanying documentation to the customer.

Documents and maintains customer requests relating parking for enforcement and considerations

- Dispatches and assigns complaint files to enforcement staff for investigation.
- Assists with maintaining filing for the Division in accordance with Corporate Records Management and protocols.
- Accesses computer files to determine status of alleged infractions and directs the public as to the various options including referral to Service Ontario.
- Documents information for processing parking notices and all court and APS related matters in parking software technology.
- Reviews and processes exception applications.
- Reviews and prepare officer notes package for hearing officer reviews.
- Reviews, assesses, provides information and resolves issues with regard to alleged by-law infractions as they relate to various Municipal By-laws.
- Operates standard office equipment, including computer, dispatch communication equipment, mail opener and sealer machines.

Receives and reviews defective private property sign reports and initiates defective sign repairs with private property designates.

- Communicates with private property managers to get updated Letters of Authorization for enforcement.
- Records data in Amanda related to private property enforcement sites, private property enforcement

companies and the delegation of their officers.

- Reviews and maintains private property insurance and paperwork and communicates with the company delegates to make them aware of on-going program updates.

Performs any other related duties as assigned.

Education and Experience

- Post-secondary diploma in Office Administration or equivalent
- Minimum two (2) years' experience in a municipal environment; specialized knowledge in the licensing and or enforcement field.
- Experience interpreting by-laws and provincial legislation pertaining to municipal law enforcement and licensing.
- Proficient in Windows based software including Word, Outlook, Excel and Amanda and parking control software.
- Strong communication and customer service skills.
- Familiar with municipal policies, procedures and parking by-laws.
- Able to demonstrate practical knowledge in general office administration.
- Effective organization and time management skills.
- Able to work well independently and within a team in a fast paced environment.
- Strong problem solving and dispute resolution skills.

Salary Range: \$54,862 - \$68,576 (per annum based on a 35 hour work week)

Interested applicants should apply online at www.milton.ca under the Careers section by **11:59 pm on November 14, 2021.**

In accordance with the Freedom of Information and Privacy legislation, applicant information is collected under the authority of the Municipal Act and will be used strictly for candidate selection.