



Township of Essa Job Description

Position Title: Screening Officer July 2023

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| Reports to: | Clerk | Last Revision Date: | July 2023 |
| Department: | Clerk's Department | Supervise staff or assign work (lead hand) or no HR responsibility? | No supervisory responsibilities |
| Location: | Municipal Office | List all positions directly supervised: | None |
| Standard weekly hours per employment agreement: | 35 | List of all position indirectly supervised: | Provincial Offences Officers and technicians or operators when needing to adjust equipment |
| Position Status (FT, PT, Seasonal, Student, Contract, Volunteer) | Full time Part time | Pay Band #: | |
| Pay Method: (Salary or Hourly) | Salary / Hourly | On Call (Yes reference to details) | No |
| Overtime (Eligible? Weekly Threshold?): | Unpaid, 1.5 hours off for each hour worked in excess of regular hours | Eligible for all staff group benefits? (yes/no) | Yes |
| | | If eligible for some describe which: | |
| | | Eligible for OMERS? (yes/no) | Yes |
| Scope (Purpose) of Position: | | | |
| The Screening Officer is responsible for administering and reviewing penalty orders that enforce provincial legislation and municipal by-laws pertaining to Automated Speed Enforcement. Reviews Penalty Orders as offenders wish to contest or appeal tickets. Coordinates the operation of the service for the municipality and the varying parts of the ASE program (from issuing/reviewing tickets, listening to complaints, coordinating meetings/work orders). | | | |
| Important Responsibilities Common to all positions (Leave as is, do not add.) | | | |
| <ul style="list-style-type: none"> ▪ Have a good understanding of standard Township operating procedures. ▪ Be familiar and comply with the provisions of the <i>Occupational Health and Safety Act</i> 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. ▪ 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. | | | |



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| 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) |
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| <p>Communication</p> | <ul style="list-style-type: none"> • Responds to inquiries and provides written and verbal clarification of by-law regulations, administrative processes, related legislation, complaint procedures, appeals, and the Administrative Monetary Penalty (AMP) Notices system. • Investigates and meets with members of the public to discuss matters of non-compliance and to resolve concerns in an amicable manner. • Maintains a good working relationship with the public and agencies, etc.; monitors Ontario Traffic Council activities. • Corresponds with Barrie Branch of Provincial Offences Court office. • Communicates with OPP, MTO, MAG and other agencies as needed, in addition to working in a coordinated effort with multiple internal staff/departments – liaises with MAG Defaulted Fines and Control Centre and courthouse and other staff regarding info relating to plating. • Assists in dispute resolution between multiple parties. • Issues warnings as education, informs public of by-laws before enforcement is necessary. | <ul style="list-style-type: none"> • Accurate letters, outreach info and tickets • Payment of fines with few hearings • Safe roads • Revenue collected as owing • Good relations meeting with the core values and strategic goals of the municipality |
| <p>Enforcement and Collection</p> | <ul style="list-style-type: none"> • Receives requests for enforcement services and complaints, and dispatches P.O.O. to attend to enforcement requests; gives enforcement instructions, monitors results and maintains documentation of service requested by the public, customers, elected officials, ministries etc. • Reviews, assesses, provides information, and resolves issues with regard to alleged by-law infractions as they relate to provincial legislation and municipal bylaws. | <ul style="list-style-type: none"> • Follow up carried out with all parties • Success in revenue collection in the municipality |



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| | <ul style="list-style-type: none"> • Documents information for processing speeding and other by-law infractions, notices and all court and AMP-related matters in traffic infractions software technology. | |
| Reviews/Appeals/Hearings | <ul style="list-style-type: none"> • Reviews Penalty Order in the first step of the appeals process. • Receives requests for Administrative Monetary Penalty Notices (AMPs) screenings, schedules screenings and makes decisions on results as they relate to provincial legislation and municipal by-laws pertaining to traffic. • Schedules, documents, and notifies defendants of screenings and hearings appointments. • Conducts screenings of by-law violations either in-person, by phone or online and provides written notice of a decision to the defendant. • Acts as Clerk for the purposes of a hearing as required. • Complies with the Township of Essa policies and procedures. | <ul style="list-style-type: none"> • The municipality is viewed as firm but fair and providing for proper justice |
| Coordination/Administration | <ul style="list-style-type: none"> • Updates MOAR (or another database) with inspection notes and follow-up requirements for additional inspections/actions; manually or electronically maintains accurate records of complaints received and document occurrence reports. • Prepares reports as necessary including but not limited to documents for court attendance. • Takes part in department activities/projects as required and stays up-to-date with legislation and trends. • Reviews by-laws and provides proposed amendments and updates as required by appropriate legislation. • Dispatches maintenance technicians to check the status of automated speed enforcement equipment to maintain operations and review the status as the result of tickets and/or complaints regarding its functionality. | <ul style="list-style-type: none"> • Accurate data entry • Timely and accurate reports to help with program analysis • Engaged and helpful team player |



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| | <ul style="list-style-type: none"> Receives defective sign reports and initiates defective sign repairs. Performs related duties as assigned. Accesses computer files to determine the status of alleged infractions and directs the public as to the various options, including referral to Service Ontario. Processes and mails Notices regarding penalties associated with AMPs. | |
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Other details of the position

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| 1. | <p>Describe the type of problems this position may have to solve.</p> <p>The position of Screening Officer encounters many conflicts between residents that need to be resolved. At times residents can become agitated, arguments become heated, and the Officer must resolve issues peacefully in an amicable manner while upholding values of the municipality. Prioritization and thereby judgement is required since multiple and varying types of complaints are constantly received.</p> |
| 2. | <p>Describe the type of decisions this position may have to make.</p> <p>Screening Officers are required to exercise discretion in decision making in respect of enforcement matters. They are authorized the power of decision in the review of an administrative penalty as set out in Essa's AMP By-law.</p> |
| 3. | <p>List the non-supervisory business relationships that come with the position.</p> <p>Must be comfortable working in a team environment and maintain relationships with local OPP, POO, other Municipal officers and staff, as well as other agencies.</p> |
| 4. | <p>Any responsibility for material resources required by the position? If so list.</p> <p>Responsible for the basic care and proper usage of office equipment. Accountable for the maintenance of traffic/camera and high tech equipment including but not limited to laptops and tablets and other equipment necessary for ASE.</p> |
| 5. | <p>Any responsibility for information resources required by the position? If so list.</p> <p>Update data tracking and database software such as MOAR and other database programs with by-law enforcement information. Access to the provincial ARIS is also granted to the Officer.</p> |
| 6. | <p>What is the spending limit for purchases of the position?</p> <p>None.</p> |
| 7. | <p>Any budget involvement? If so explain</p> <p>Recommendation on tools required to perform their job.</p> |



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Expected Behaviours of the position (same for all positions)

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



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| (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 | |
| (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:

College Diploma related to law enforcement plus knowledge of Provincial application process for set fines and court costs, and designation with Provincial Offences. Legal or court administration education necessary.

Required in house training:

MOAR program and other software for data tracking. Knowledge of Rules of Evidence, property rights, *Municipal Freedom of Information and Privacy Protection Act*, *Municipal Act*, municipal by-laws, *Provincial Offences Act*, *Occupational Health and Safety Act* and other related legislation.

Work Experience:

3 years of closely related experience, preferably within a municipality, or that of previous experience providing services in a court system, legal environment or parking enforcement setting involving direct contact with the public.



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Specific Technical & Sector Skills required:
 Accuracy and time management required to meet deadlines outlined by appropriate legislation. Excellent interpersonal skills and discretion to exercise proper and full authority but in a judicious service-oriented manner; ability to diffuse hostile situations. Valid Class “G” Driver’s License in good standing. Completed coursework or training in mediation and/or conflict resolution or equivalent is an asset.

Physical Skill & Effort and Working Conditions

Regular use of one physical skill with some time pressure to complete a task. Frequent sitting for long periods at a desk with breaks as required.

Mental Skill & Effort and Working Conditions

Periodic concentration to record daily activities, complete forms and write reports. Mental effort is required to deal with inquiries and complaints, often of a controversial nature involving emotional individuals. Deals with irate and unstable members of the public in issuing by-law violation notices. Most work is subject to review.

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