

Job Description
Town Clerk-Manager

Town of Norris Point

Town Clerk-Manager

Status and Reporting Protocol:

This is full time permanent position which reports directly to the Town Council of the Town of Norris Point

Rationale:

The purpose of this job description is to generally outline the duties, roles, and responsibilities of this position. It is not meant to be limiting or all inclusive. As with all employees, from time to time there may be a need to assist in carrying out other reasonable duties and responsibilities as assigned (or requested) by Council in order to ensure the efficient and effective operation of the town, and to respond to other pressing needs as they may arise.

Primary Focus of Responsibility:

The Town Clerk-Manager is responsible for the overall administration and management of the Town on a day to day basis, and all staff report directly to this individual. It is incumbent on this individual to provide leadership, information, and support to the mayor and council in enacting their decisions as elected officials, and to assist in providing the necessary resources to ensure their initiatives are successfully implemented.

The Town Clerk-Manager interacts on a daily basis with other staff, municipal colleagues and affiliates, and other professionals (as necessary) to ensure the continued effective management and administration of the town. It is essential that the Town Clerk-Manager be informed on an ongoing basis of all significant decisions, activities, and initiatives at the staff level that affect the municipality. Furthermore, any directives undertaken by council should be communicated to the Town Clerk-Manager in as timely a manner as possible.

To ensure good communication and exchange of information, and out of respect for the position of the Office of the Mayor, it is imperative that the Town Clerk-Manager ensures that the mayor is fully briefed on any and all significant decisions, actions, or initiatives undertaken by staff, or of any issues which might be in any way contentious, or which might be reasonably assumed to be important for the mayor to know. There should be regular opportunities for communication between the Mayor and Town Clerk-Manager on issues and concerns which might be considered routine in nature. Excellent (and ongoing) communication between these two individuals, in particular, is critically important to the overall effectiveness of the town.

Qualifications: (New Employees Only)

The Town Clerk-Manager should possess a degree or diploma in business administration or business management, or should possess equivalent experience in public administration, management, or possess other equivalent skills and abilities which would be deemed to qualify him/her for the position. Training or certification in the area of municipal government would be a definite asset.

A minimum of five years practical experience in a supervisory or management position is required to be eligible for the position.

Hours of Work and Overtime:

The hours of work will be 40 hours per week as ascribed for all full-time municipal employees (unless otherwise assigned), and the particular hours of work may be subject to change depending on the details of the working agreement that exists between town employees and the Town Council of the Town of Norris Point.

However, the position of Town Clerk-Manager is the senior staff position in the Town of Norris Point, and as part of the terms and conditions of employment, there is a reasonable expectation for the Town Clerk-Manager to attend after hour meetings of Council or Committee of the Whole, or to attend public hearings or other special meetings convened by council as part of the responsibilities of the job.

The Town Clerk- Manager will be entitled to overtime pay for the extra hours worked at the end of each month at the rate of straight time based on the hourly rate of pay of the Town Clerk-Manager at that point in time.

Probation Period:

There will be a twelve (12) month probation period (for new hires) for the position of Town Clerk-Manager, and upon successful completion of the probationary period, the employee will assume full-time permanent status with all rights and privileges therein.

Scope of Work:

The work of the town Clerk-Manager will be distributed in the following broad areas:

1. Management and Supervision of Personnel
2. Financial Management, Accounting, and Payroll
3. Office Administration
4. Responsibilities of Town Clerk
5. Information Systems and Technology
6. Public Works and Infrastructure
7. Building and Development

Specific Duties and Responsibilities:

Management and Supervision of Personnel:

Shall ensure there is compliance with policies and statutory obligations relating to workplace health and safety on the part of all employees, and for the provision of a respectful workplace for employees.

Shall be responsible (directly or indirectly) for the overall direction, supervision, and management of all employees of the town - regardless of their position in the organization.

Shall be responsible for overseeing (or assigning) supervision of daily activities of all outside staff and staff, and for ensuring that work is carried out in an efficient and effective manner.

Shall assign tasks and delegate responsibility to staff as required, and shall ensure there are job descriptions prepared which clearly outline the duties and responsibilities of all municipal employees- full time, part-time, seasonal, or student (grant funded) employees.

Shall set work schedules for all office personnel in accordance with approved job description, and shall ensure that reasonable and appropriate expectations are outlined for all town employees.

Shall monitor performance and provide appropriate professional feedback (both formally and informally) to employees, and shall be responsible for establishing formal professional assessments and evaluation of the town's workforce.

Shall mentor staff and provide training and professional development opportunities to enhance performance levels, increase knowledge, and improve the effectiveness of staff

Shall work to resolve employee concerns or settle disputes and differences either directly, in consultation with others, or through established and acceptable procedures.

Shall confer with the Mayor and the appropriate personnel committee of Council on all matters requiring serious intervention or disciplinary action of employees-including suspension or discharge of duties.

Shall ensure timely implementation of all decisions, policies, and procedures approved by Council.

Shall assume responsibility for providing assistance and support to the Town's Fire Chief and volunteer fire fighters and emergency personnel in accordance with the policies and provisions approved by council.

Shall in consultation with the appropriate Committee of Council and Council, be responsible for the hiring and training of staff, and for ensuring fairness and equity throughout the hiring process.

Shall be responsible for fostering (and encouraging) a positive working relationship among staff, with elected officials, with community

organizations and volunteer groups, with residents, with business groups and developers, and with the public at large.

Shall work to ensure that all municipal employees represent the town with professionalism and respect.

Financial Management, Accounting and Payroll:

Shall be responsible for the day to day financial management of the municipality, and shall provide Council with professional advice and direction and policies, procedures, and initiatives which might accrue savings or otherwise improve the financial stability of the town.

Shall maintain a close relationship with the town's lending and banking institutions for the purpose of ensuring that the town is securing the best possible rate on borrowing, interest in investments, and other financial matters relating to the town.

Shall report to the Mayor and Council, and make recommendations to improve and protect the financial operation and viability of the town.

Shall ensure that Council decisions, regulations, and orders as they apply to Finance and Administration are fully complied with at all times.

Shall assist and direct the Mayor and Council in the preparation of the town's municipal budget and capital budget on an annual basis, and make recommendations concerning budget lines, revenues and expenditures, borrowing and investments, or other financial matters as might be deemed appropriate to assist council in making informed financial decisions on behalf of the town.

Shall ensure that all budget utilization amounts, encumbrances, and balances are properly maintained and reported to the Mayor and Council on a quarterly basis, or as specified and approved by council.

Shall supervise the collection of revenues, and shall control and administer all municipal expenditures and report these activities to Council on a regular basis.

Shall authorize payments or expenditures made on behalf of the town which are not in excess of \$1,000.00, and shall ensure the town is fully compliant with the Public Tendering Act and other statutory obligations.

Shall ensure that specific approval of Council is sought for expenditures or payments which exceed \$1,000.00, except in situations of emergency where there is no spending limit applied.

Shall confer with the Mayor and with the appropriate Committee of Council on all issues of a financial nature that are not covered by existing Council directives, policies, or regulations.

Shall be responsible for the administration and approval of the town's payroll for all employees.

Shall ensure proper administration and payment of council remuneration as outlined and approved by Council.

Shall ensure proper administration of all approved overtime and/or banked time for other town employees in accordance with approved working agreements.

Shall ensure appropriate deductions and remittances are made on behalf of all municipal employees as required or as provided for in the town's working agreements with employees, or in accordance with appropriate federal or provincial agreements for grant funded employees.

Shall ensure proper administration of payroll and payroll deductions for part-time employees, such as contracted employees, summer students, employees hired under specific grant projects, or other part-time or seasonal employees.

Shall ensure administration and accurate recording of all annual leave in accordance with employee working agreements.

Shall ensure maintenance and an accurate accounting of deductions made on behalf of employees, and shall provide information and supporting documentation on costs associated with payroll deductions and other benefits made by employees (and on behalf of employees) to help ensure maximum value.

Shall ensure T-4 slips are processed for all employees (and members of council) in accordance with requirements outline by Canada Revenue Agency.

Shall provide information and respond to inquiries by employees related to their personal payroll, or concerning deductions or remittances made on their behalf.

Shall carry out (or oversee) all accounts payable and accounts receivable transactions on behalf of the town, unless otherwise specified or directed by council.

Shall provide information and updates relating to all aspects of payroll and accounts payable as requested by council, and shall prepare financial statements, the monthly cheque register, invoices for approval, and financial reports as requested by council, or in accordance with approved timelines and procedures.

Shall review payroll and accounts payable procedures on an ongoing basis, and shall review and amend procedures as necessary to improve the town's financial operations and reporting procedures in these areas of operation.

Shall make provisions and prepare accounts and financial information for review by the town's auditors, and shall be responsible for implementing corrective action in all areas outline and recommended in the Auditor's Report.

Shall assume primary responsibility (in consultation with the Town's Auditor and other staff) for the administration of PSAB requirements as outlined and directed to ensure compliance.

Shall be responsible for tracking and updating the town's Operational Budget on an ongoing basis.

Shall ensure posting and updating of debits, and shall ensure completion of continuous and ongoing balances relating to all expenditures and accounts payable transactions on behalf of the town, or as requested by Council.

Shall assume responsibility for ensuring the collection of outstanding accounts, taxes, and accounts receivable on behalf of the town.

Shall put forth recommendations for council's approval for payment schedules, deferred payments, exemptions, "write off" of delinquent accounts elimination or reduction of interest charges, or other measures relating to accounts receivable.

Shall provide information and respond to inquiries from taxpayers regarding outstanding balances, interest charges, development fees, or other appropriate financial information.

Shall administer and maintain grant funding received by the town, and all other accounts receivable, and shall provide information and updates to staff and/or council as required or appropriate.

Shall coordinate the receipt of payments and proper cash handling procedures and reporting, and shall be responsible for receiving, posting, and depositing accounts receivable.

Shall ensure efficient processing and completion of HRLE forms and other income support tax forms as may be required.

Shall assume primary responsibility for the development and maintenance of the town's account, and for working with other staff to ensure the accuracy and reliability of data.

Shall ensure adjustments and revisions are made (on an ongoing basis) to maintain the integrity of all tax files.

Shall assume primary responsibility for ensuring the coordination and preparation of annual tax invoices and for appropriate follow up and collection on behalf of the town.

Shall ensure proper procedures are followed relating to receipt of payments and maintaining accurate records on payments made and outstanding balances.

Shall coordinate collections efforts and work with other staff, collections agencies, the town's legal counsel, and council to improve collections on outstanding or delinquent accounts.

Office Administration:

Shall be ultimately responsible for recording the proceedings and decisions of council and for ensuring their safekeeping as outlined under the duties and responsibilities of Town Clerk under the Municipalities Act.

Shall, as authorized by the Municipalities Act, administer oaths and take and receive affidavits for municipal purposes.

Shall supervise (or prepare) Council minutes and ensure that they are maintained in a manner consistent with existing legislation and approved council policy.

Shall oversee the preparation of suitable job descriptions for all employees which clearly define duties and responsibilities related to their work, and shall ensure that performance assessments and evaluations are linked directly to these assigned duties and responsibilities as outlined for employees.

Shall coordinate the preparation of all contract documents, tenders, and professional Calls for Proposals and related terms of reference required for activities undertaken by council, in conjunction with other staff (or professionals) as may be deemed necessary or appropriate.

Shall ensure that the Mayor is informed of all significant issues and decisions undertaken at the staff level on behalf of the town so that he/she will be better able to address issues and concerns with council and be better prepared to respond to issues raised in the public domain. Regularly scheduled meetings to exchange information and provide updates are essential in order to maintain a good level of communication and to exchange important information.

Shall assume all administrative and financial responsibilities in working with the town's fire chief, the mayor and council, and other regional fire service representative or emergency personnel to ensure adequate protection for residents and businesses of the town.

Shall develop, maintain, and update all operational manuals for inside staff, and work with other staff to ensure that all operational manuals pertaining to outside staff are also developed and maintained.

Shall assume primary responsibilities for coordination of the Town's Emergency Response and Preparedness Plan, and shall work with staff and the Town's Fire Chief, as well as with other regional, provincial, and federal personnel in the area of emergency preparedness to ensure that the town is prepared to effectively respond to unforeseen emergency situations and disasters.

Responsibilities of Town Clerk:

Shall perform all statutory duties of the Town Clerk, Returning Officer, and Administrative Signing Officer in accordance with duties and responsibilities as provided for in the Municipalities Act and as established by the town.

Shall interpret and evaluate municipal bylaws, regulations, legislation, and policies, and seek legal advice (as necessary) to ensure their accurate interpretation and application, and to make recommendations to council for amendments or revisions as deemed necessary or appropriate.

Shall administer the Town's expropriation process as required.

Shall be responsible for the Town's Assessment Review Commission and Appeals Process and all activities and functions related to the same.

Shall assume responsibility for employee relations, including recruitment, selection, classification, and salary negotiation and administration on behalf of municipal employees, and in accordance with the Municipalities Act.

Shall process grievances through established mediation and arbitration processes, or as otherwise dictated through working agreements with employees, or in accordance with the provisions of the province's labour laws and practices.

Shall be responsible for the administration and maintenance of the employees' benefits plan if any, and shall make recommendations and proposals to Council as deemed appropriate to ensure optimum value for employees and for the employer.

Shall assume primary responsibility (as staff liaison) for the preparation and administration of the Town's budgetary process.

Shall coordinate all public relations responsibilities and official functions of the Town as directed by the Mayor and Council.

Shall ensure the establishment and maintenance of an appropriate filing system for taxation and assessment purposes by civic address, and shall develop an electronic data base to revise and edit changes on a regular basis to maintain a current and accurate tax file.

Shall, under the direction of the Mayor and Council, take primary responsibility to ensure that regular and ongoing communication is circulated to residents outlining upcoming events, new initiatives, recent amendments to regulations or by-laws, recent success stories, and other information that might be beneficial to keep the public informed as to what is happening in the Town.

Shall carry out other reasonable duties and responsibilities related to the position of Town Clerk-Manager as directed by Council to ensure the safe, efficient, and overall effective operation of the Town on a day to day basis, and to ensure that all other statutory duties and responsibilities related to the position of Town Clerk are fulfilled.

Shall be responsible for access to information (ATIPPA) requests and implementation and shall be assigned as the town's coordinator (Head). Shall keep Council informed of all requests and updates.

Information Systems and Technology:

Shall continuously evaluate the requirements of the Town's Management and Information systems and other requirements related to electronic reporting, and shall ensure that information is brought forward to council regarding the status of the system, and shall put forth recommendations

and/or options for Council's consideration for upgrading and improvement to the town's information technology and computer systems.

Shall ensure the proper management and maintenance of all integrated Management and Information Systems used by the town, and shall establish clear protocols for usage and security by employees in accordance with the directions and policies established by the Mayor and Council.

Shall implement specific directives from council relative to information technology acquisition or utilization.

Shall monitor the information systems utilized and be the first point of contact for repairs, maintenance, and upgrades as necessary or appropriate.

Shall provide or acquire training for staff to ensure efficient utilization of technology, and to ensure that employees have the appropriate skills to make best use of software packages and other electronic media used by the town. Shall ensure that the town's website is current, and that information is provided to the webmaster for regular updates and revisions to ensure that the website remains current, informative, interactive, and user friendly.

Public Works and Infrastructure:

Shall be ultimately responsible for the management of all operations and municipal services provided by town employees.

Shall ensure that employees are provided with the necessary supplies, tools, and equipment to carry out their duties effectively and safely.

Shall review services, staffing needs, schedules, and procedures related to operations and public works on a continuous and ongoing basis, and will make appropriate (or necessary) recommendations to council for change or improvements which might assist in better meeting the needs of the town.

Shall oversee the supervision and reporting of outside service contracts awarded by the town, and shall ensure that all terms and conditions of the contracts are being fulfilled.

Shall identify and support professional development and training needs of outside employees, and shall ensure that employees are provided with the

necessary training and resources to carry out their duties in a safe, responsible, and effective manner.

Shall manage (and assign supervision) of outside staff and all ongoing work relating to maintenance of the town's water supply, and shall immediately communicate significant problems or concerns related to water quality to the Mayor and Council.

Shall develop and oversee routine maintenance schedules related to the town's water supply, and take responsibility (in conjunction with other staff) for its effective operation. This includes ensuring appropriate training of employees, compliance with procedures related to water quality and water testing, boil orders, and ensuring that accurate logs are maintained of the town's testing and water maintenance schedule to ensure public health and safety.

Shall insure the completion of routine maintenance and related clean up programs such as hydrant flushing, annual cleanup periods, MMSB cleanup, and other related duties and responsibilities approved by council.

Shall maintain the Town's Policy related to emergency boil orders or other precautions, and shall issue public announcements relating to effecting repairs or interruptions to the town's water supply system

Shall facilitate necessary certification and training for employees related to safe and effective maintenance of the town's water supply as required by provincial authority.

Shall provide recommendations regarding water conservation orders or municipal water bans as might be required to protect the town's water supply.

Shall insure maintenance and operation of the town's sewage lift stations and other related duties and responsibilities as required.

Shall oversee the maintenance and repair of all municipal facilities and equipment to ensure their safety and operation.

Shall take responsibility for working with contractors and the Town's engineering consultants for the completions for road inspections, and shall

prepare an annual report with recommendations for roads maintenance, resurfacing, and upgrading, and for maintenance of the town's under ground infrastructure each year (subject to the availability and allocation of capital funding) for council's consideration and approval.

Shall be responsible for implementation of the town's approved capital works program.

Building and Development:

Shall be responsible for receiving and processing development applications, and shall process routine applications which are in full compliance and prepare a Development Approval List for Council's approval in a public meeting of council.

Shall report to council on discrepancies and applications which are NOT in compliance, and shall make recommendations to the Mayor and Council on building or development applications which could be modified to be in compliance, and which would potentially conform to acceptable variances, building regulations, or zoning requirements outline in the Town Plan.

Shall be responsible for the preparation and execution of all development agreements undertaken and approved by the Town.

Shall offer advice and direction on amending applications for compliance (as necessary or appropriate), or for otherwise making recommendations to the proponent and/or council on improving the proposed development in order to better serve the public interest and to be consistent with the Town Plan and accompanying regulations.

Shall be responsible for interpreting, applying, and reviewing the Town's Development Regulations on an ongoing basis, and for ensuring registration of amendments and other compliance procedures with appropriate government departments and agencies.

Shall assume responsibility for the administration and interpretation of the Town Plan, and for making ongoing recommendations for amendments as required.

Shall work with the Council to determine appropriate actions to maximize development opportunities that are in keeping with the vision and direction outlined in the Town Plan, and which are consistent with Council's development priorities.

Shall ensure accurate records and files are maintained related to planning and development applications and all correspondence pertaining therein.

Shall oversee and implement appropriate public consultation as required by the provincial and/or municipal authority, and for all applications which are discretionary in nature, or for which it is felt that public input and consultation would be advised or necessary, (or as otherwise directed by the Mayor and Council).

Shall ensure files on active development applications are maintained, and work with the appropriate committees of council and other staff to process the applications in keeping with Council's direction and development priorities.

Shall work with council to resolve issues pertaining to development and planning, and shall act to facilitate and support council's decisions and priorities in keeping with the plan and regulations of the Town.

Shall work closely with the town's Engineering and Planning Consultants as it relates to building, development, and planning issues, and shall seek professional advice and direction from these professionals as required (or as directed by the Mayor and Council).

Shall, in accordance with the town's development regulations, regulate and maintain all setbacks, side yards, building grades and all other relevant conditions pertaining to the town's development applications, and make recommendations to council for amendments to the regulations as required on an ongoing basis.