



**We're building change in Brampton.**

The urban centre we serve is one of the youngest, fastest growing, most diverse cities in the country. We're aiming high and thinking big, to position Brampton as an emergent global city of the future.

Leaders in our organization understand success requires passion, creativity and agility. We value progress over process. We hold each other accountable. We are a team who is engaged, excited and empowered to deliver results for Brampton.

Exciting things are happening at the City of Brampton. Take a look at what employees are working on related to our [Term of Council Priorities](#) moving us forward towards [The Brampton 2040 Vision](#).

## **Supervisor, Court Operations & Administration**

**POSTING NUMBER: 104493**

**HIRING SALARY RANGE: \$81,325.00 - \$91,491.00 PER ANNUM**

**MAXIMUM OF SALARY RANGE: \$101,656.00 PER ANNUM**

**AREA OF RESPONSIBILITY:**

Reporting to the Manager, Court Administration, this role is responsible to coordinate the daily operation and administration of the Courthouse by providing leadership, supervision and coordination of Court staff. Act as a key source of contact to ensure unit, function and/or defined program meet operational needs and corporate service standards.

**1. OPERATION SUPPORT**

- Supervise and provide support to Court staff to meet operational needs and corporate service standards.
- Supervise and monitor the quality of service delivery, work processes and conditions to meet operational needs.
- Coordinate daily operations of the court including scheduling of staff, effectively monitoring resources and related responsibilities.
- Administration of Court office as well as off-site office.

- Liaise on a continuous basis with the Judiciary, members of the legal profession, Peel Regional Police and other enforcement agencies and the Ministry of the Attorney General, Crown Attorney's Office and other provincial agencies.
- Liaise on a continuous basis with Collections staff on fine administration processes as they impact the collection process.
- Ensure the prompt and correct implementation of legislated guidelines, court rules, etc. adjusting office processes and work flow as necessary.
- Prepare bank deposits and perform daily and month end reconciliation
- Payment of invoices.
- Order and maintain supplies and court related forms and ticket books.
- Oversee trial coordination to attain effective utilization of court resources.
- Liaison with the Province of Ontario for updating of security levels for individual office employees on ICON computer.
- Update court master plan.
- Work in conjunction with the Judiciary, members of the legal profession, Peel Regional Police and other enforcement agencies, the Ministry of the Attorney General and the provincial agencies to co-ordinate daily operation of the Court.
- Liaise with Defaulted Fines Control Centre in relation to licence suspension and plate denials.
- Oversee the production of transcripts including performing audits.
- Exercise related delegated statutory signing authority.
- Maintain files and confidential records to ensure corporate compliance.
- Oversee the exhibits management for all court filed exhibits.
- Review and perform time entry functions.

## **2. STAFF SUPERVISION**

- Assess and monitor performance and discipline as required to meet operational needs.
- Supervise staff, prioritize and organize daily work direction to meet operational needs.
- Coach, mentor and provide guidance as required to meet operational needs.
- Participate in recruitment and hiring process as required to meet operational needs.

## **3. CUSTOMER SERVICE**

- Act as a key source of contact, provide guidance, advice and support to ensure issues and enquiries are handled to meet corporate service standards. Escalate complex issues to appropriate level for resolution.
- Build and maintain a relationship with cross-functional departments, team and management to ensure a thorough understanding of operational needs.

## **4. COMMUNICATION AND REPORTING**

- Monitor Q-matic customer service system and change priorities as necessary to ensure customer service levels are met and prepare statistical reports
- Provide management with updates and status on issues or concerns relating to unit or function as required to meet operational needs.
- Prepare management reports, presentations and general ad hoc information as required accurately by established timelines.
- Maintain open communication with management through both verbal and written reports.

## **5. CORPORATE CONTRIBUTION**

- Develop and implement new tools, training manuals, templates and methods for the continual improvement and efficiency of practices and processes.

- Conduct research using internal and external resources to gain insight of market trends, current programs, processes and practices to support management and recommend ways to improve business processes, service solutions and best practices.
- Identify deficiencies based on resources and make recommendations to management for effective decision-making.
- Maintain knowledge of collective agreements, City policies and practices, legislation, regulations and Standard Operating Procedures (SOPs).

#### **6. BUDGET SUPPORT**

- Provide input on forecasting and variances for defined program.
- Ensure purchasing policies and practices are followed to meet management approval.
- Use of effective resource and expense management at all times to meet corporate policies and guidelines.

#### **7. TEAMWORK AND COOPERATION**

- Work well within diverse groups in support of operational goals and objectives.
- Demonstrate corporate values at all times.
- Participate as a member of cross-functional team.
- Provide support/backup as necessary.
- Performing other related duties as required

#### **SELECTION CRITERIA:**

- Post-secondary degree or diploma in Business Administration or equivalent in related field
- 3-5 years Court Administration experience with effective supervisory skills. Experience in both public and/or unionized environment is an asset.
- Practical Knowledge of Municipal, Regional, Provincial and Federal Governments and applicable Legislations is an asset
- Knowledge of legislation and processes related to Court Operation and Administration matters
- Strong Customer Service and People Management skills; Interface with internal and external customers resolve issues to meet corporate service standards
- Strong Organizational skills; Detail oriented, well organized and able to prioritize multiple complex tasks and activities meeting conflicting priorities and timelines
- Exceptional Communication skills along with superior report writing skills
- Computer proficiency in Microsoft office/software and ICON computer

*\*\*Various tests and/or exams may be administered as part of the selection criteria.*

**Job status:** Permanent

**Job Type:** Management and Administration

**Applications must be received by: January 14, 2022**

**Alternate formats will be provided upon request.**

As part of the corporation's Modernizing Job Evaluation project, this position will undergo an evaluation which may result in a change to the rate of compensation. Any changes affecting this position will be communicated as information becomes available.

If this opportunity matches your interest and experience, please apply online by clicking the button above quoting **reference #104493 by January 14, 2022** and complete the attached questionnaire. We thank all applicants; however, only those selected for an interview will be contacted. The successful candidate(s) will be required, as a condition of employment, to execute a written employment agreement.

A criminal record search will be required of the successful candidate to verify the absence of a criminal record for which a pardon has not been granted.

In accordance with the City of Brampton's Vaccination Administrative Directive, new employees are required to disclose their vaccination status and provide proof of full vaccination\* before their start date. Employees who are unvaccinated or do not disclose their vaccination status will be required to:

- a) complete the City of Brampton's mandatory learning regarding COVID-19 vaccination; and
- b) take regular COVID-19 tests prior to attending the workplace. Employees must demonstrate a negative COVID-19 test result in order to attend the workplace.

The City of Brampton strongly encourages candidates to be fully vaccinated prior to your start date. New employees who are not fully vaccinated may request accommodation based on medical (disability), religious, or other protected grounds. Employees with an approved accommodation will only be required to adhere to item b) above.

\* Fully vaccinated means the two-week anniversary after receiving a vaccination series approved by Health Canada or the World Health Organization. Acceptable proof includes an Ontario Ministry of Health COVID-19 vaccine receipt which you can obtain through the Provincial portal <https://covid19.ontariohealth.ca/> , or other government-issued vaccine passport or certification.

The City of Brampton continues to follow COVID-19 workplace control measures including physical distancing, masking, hygiene, personal protective equipment (e.g. medical masks, eye protection), and capacity limits to create a healthy and safe environment for both employees and the public.

Please be advised, the City of Brampton uses email to communicate with their applicants for open job competitions. It is the applicant's responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence via email (i.e. testing bookings, interview dates), it is imperative that applicants check their email regularly. If we do not hear back from applicants, we will assume that you are no longer interested in the Job Competition and your application will be removed from the Competition.



*The City is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accommodations at any point during the application and hiring process, please contact [TalentAcquisition@brampton.ca](mailto:TalentAcquisition@brampton.ca) or 905.874-2150 with your accommodation needs, quoting the job opening ID#, job title. Any information received relating to accommodation will be addressed confidentially.*