

## Manager of Court Operations

The City of Guelph is a vibrant and diverse community with a unique sense of place located in southern Ontario along the Innovation Corridor that runs between Toronto and Kitchener-Waterloo. We are also one of Canada's fastest-growing cities with a projected population increase from 135,000 people to almost 170,000 in the next 10 years. Guelph is consistently ranked as one of the best places in Canada to live, work, and play—all good reasons to consider a career in this beautiful city.

### Job summary

Reporting to the General Manager of Legal, Realty and Court Services/City Solicitor, this position will manage the Court Operations Section of the City's Court Services Division including court administration, in-court support functions, court-related financial operations and fine enforcement activities. The successful candidate must have a demonstrated record of strong leadership, customer focus, competence in justice system principles, procedures and legislative frameworks and solutions-based program development with a commitment to results. Guided by the goals and objectives of the City of Guelph Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision – an inclusive, connected, prosperous city where we look after each other and our environment.

### Duties

- Manage, direct and control the functions of the Court Operations Section including all court-related financial operations, fine enforcement, court administration and in-court support functions of the Provincial Offences Court serving Guelph-Wellington.
- Provide input to the General Manager/City Solicitor with respect to the development and implementation of Sectional objectives, plans, policies and procedures that contribute to the City's strategies and goals, and that support and comply with justice system principles, provincial objectives related to Provincial Offences Court operations, legislative requirements and provincial operating standards.
- Manage Sectional staff including assigning and monitoring workloads, identifying staff training requirements, coordinating professional development opportunities to meet operational needs, conducting regular performance appraisals, and participating in the recruitment process related to the Section's staff complement.
- Oversee the maintenance of case-related data in ICON within legislative, procedural and security protocols. Perform regular audits to ensure accuracy of ICON case, statistical and financial data. Review and verify accuracy of ICON-generated court dockets and RICO reports. Work with the provincial Ministry of the Attorney General to address and resolve problems, financial accountability issues and annual audits and performance reports, and work with technical and support staff and auditors where necessary.
- Oversee the maintenance of court statistical databases and systems and prepare regular analyses of operational and financial trends including charges filed, trial rates, time to trial, courtroom utilization, fine collection rates including effects of court and enforcement office case filings, revenue and expenditure trends and budget variances.

- Liaise with court stakeholders including the judiciary, enforcement agencies, provincial ministries, the Crown Attorney and City departments with respect to court scheduling, the provision of charging documents, and court records management.
- Participate collaboratively with various City, court stakeholder and municipal partner groups in building consensus towards influencing business planning, operational and budget decisions.
- Provide input to the General Manager/City Solicitor in the preparation of reports for presentation to senior management and/or City Council on issues related to court operations.

## **Leadership**

- Provide visible and positive leadership to staff consistent with the commitments of the City's Leadership Charter, developing and nurturing a work environment that is inclusive, respectful and motivating for staff.
- Coach and mentor Sectional staff in proper procedures to effect public access to justice and customer service within provincial legislative requirements and the Canadian Charter of Rights and Freedoms.
- Contribute to the Divisional leadership team and corporate initiatives.
- Build and maintain positive working relationships with cross-departmental staff and a variety of court stakeholders.

## **Financial Management**

- Provide input, including expenditure and revenue trend analyses, to the General Manager/City Solicitor and the Divisional management team in the development of annual operating and capital budgets, including contributions to Divisional reserve funds.
- Manage and control Divisional operating expenditures; implement mitigation measures as required to address revenue fluctuations. Complete and submit monthly budget variance reports.
- Manage all Sectional financial activities including operational expenditures, fine revenues, fine collection operations, the distribution of revenue to municipal partners and the Province, and payments to interpreters, witnesses and contract services.
- Coordinate compliance with cost/revenue sharing agreements with serviced municipalities and ensure monthly cost/revenue reconciliation of accounts and payments to serviced municipalities.

## **Qualifications**

- Significant experience related to the above-mentioned duties, normally acquired through several years of progressively responsible experience, preferably in a management capacity in a court environment, plus the completion of a university degree in Criminology, Justice Studies, Sociology or equivalent course of study. Candidates with an equivalent combination of education and experience may be considered.
- Certification under the Ontario Municipal Management Institute as a Court Professional or Court Executive is considered an asset.
- Demonstrated leadership skills acquired through considerable experience managing motivating, training and leading staff, preferably in a unionized environment.
- Proven experience in managing court administration, court-related financial analyses and processes, fine collections and coordinating in-court support functions.

- Demonstrated program development skills that emphasize utilization of innovative concepts leading to streamlined operations and the creation of efficiencies and maximization of resource capacity.
- Proven experience in controlling, coordinating and reconciling a high-volume, revenue-generating service.
- Strong human relations, interpersonal, diplomatic, negotiation and conflict resolution skills and a proven ability to establish and maintain effective working relationships with a diverse group of stakeholders including governments, the judiciary, enforcement agencies and the general public.
- Proven analytical, organizational and change management skills.
- Thorough knowledge of the structure, functions and responsibilities of the Ontario Court of Justice and its rules of practice, procedure and legal concepts and terminology.
- Comprehensive working knowledge of the Provincial Offences Act and other applicable legislation pertaining to the operation of Provincial Offences Act Courts in Ontario.
- A comprehensive working knowledge of the ICON system and strong computer skills with demonstrated experience using Microsoft suite of products (Word, Excel, PowerPoint and Outlook).
- Must possess excellent interpersonal skills, with the ability to communicate effectively both verbally and in writing with a range of stakeholders on a variety of issues.
- The successful candidate must obtain a satisfactory Police Records Check and submit a Canadian Police Clearance Certificate.
- Fluency in the French language would be an asset.

### Rate

\$91,514.42 - \$114,393.03

### How to apply

Qualified applicants are invited to apply using our **online** application system by **Sunday, October 17, 2021**. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered. Proof of qualifications will be requested at the interview stage.

Please visit the job posting listed on our careers page and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer which values diversity in the workplace. We are therefore happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.