

Township of Southgate

Administration Office

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Staff Report CAO2020-055

Title of Report: Staff Hiring Recommendation and Future Staffing Requirements for consideration during the 2021 Budgeting

Department: Administration

Date: September 2, 2020

Council Recommendation:

Be it resolved that Council receive this staff report CAO2020-055 as information; and

That Council approve that recruitment of a Customer Service & Support staff position; and

That Council approve the job posting and amended job description as presented; and

That Council direct staff to proceed with hiring a Customer Service & Support staff position reporting to the Clerk's Department.

Background

The Clerk's Department has had a head count of 3 staff, not including the Municipal Planner in 2019 prior to the COVID-19 pandemic. With the previous Clerk leaving the organization and the COVID-19 pandemic having staff working from home we were able to manage the workload in that department with 2 staff in Clerk's Department. Since COVID-19 hit we had some pause in business activity earlier in the year which allowed Administration and Planning staff to focus on some other projects.

During the summer months and the start of the Southgate Phase B restart, the staff workload has returned to normal if not an increase for Customer Service demands because of Planning inquiries, Economic Development interest, Building Department activity and By-law Enforcement complaints.

Staff are in the process of preparing for the 2021 budgeting cycle and looking at other staffing requirements as well. With the analysis of our present business activity and growth we have departments where we need to revisit to replace a vacant staff position and increase our staff compliment in another area.

In 2021 staff recommend that we will need to look to recruit an Economic Development Officer to fill this position which has been vacant for almost 1 year now. Over the last 3 months the CAO has seen a major increase in development inquiries with small commercial business start-up interest, investors looking for

vacant land and/or floor space to start a business. We now have a waiting list for industrial land in the Eco Park if it becomes available.

The Building department is again seeing increased building activity and revenue growth. When we also consider the demand on By-law Enforcement, we will need to consider adding one Building Inspector/By-law Officer position to our staff compliment.

Staff Comments

The increased workload we have seen has necessitated staff to seek Council approval of returning to a full compliment of 3 staff in the Clerk's department. The Clerk's Department is being reorganized with the Clerk handling the core Council duties of the position, member issues and committee meetings. The CAO will handle the Deputy Clerk duties in the absence of the Clerk when she is on vacation or out of the office.

The Administrative & Legislative Assistant position will return to support the Planning department with the increased work in residential, commercial and industrial development interest we are seeing at the present time. This position will be the first point of contact for Planning inquiries and issues, as well to return to scheduling of Public and Committee of Adjustment meetings. The position will also be providing all Planning notices for Public/Committee of Adjustment meetings, notification of decisions and supporting the Clerk at all Council and Committee meetings.

The Customer Service & Support position will be the first point of contact for customers at the front counter, phone reception for operator calls and work to increase our online services access for issuing burn permits, lottery licensing, dog tags, complaints, civic numbering and entrance applications, etc. The position would also process incoming & outgoing mail, schedule courier pick-ups, manage and update Southgate's website, manage social media communications, newspaper advertising, compile Vital Statistics and book conferences, training & hotels for council members & staff.

Staff have updated the job description to refine the core job duties of the Administrative Assistant position and changed the job title to best aligns with the present office requirements and job focus. With that said there has not been any major change in responsibilities or the types of tasks, so we do not see any need to review this position through the Job Evaluation Committee.

Staff have also created an internal and external job posting for this position so we can start recruitment for this position replacement in head count. Staff recommend hiring this position as soon as is possible with a start date in October 2020, as part of the Phase C restart.

Financial Impact or Long Term Implications

There is no financial impact to the municipality as a result of this report as the 2020 Clerk's Department budget was established with the cost of a Clerk, Deputy Clerk and Administrative and Legislative Assistant positions. The new hire for the job title of Customer Service & Support Position will be in pay band 12, while the Deputy Clerk job was in pay band 9. The savings will be \$15,160.00 per year based on step 0 and \$17,250.00 per year based on job rate of pay.

Communications & Community Action Plan Impact:

This report has been written and presented to Council to communicate to this information to the public and for Council's approval.

Concluding Comments

1. That Council receive staff report CAO2020-055 as information.
2. That Council approve the Customer Service & Support position job description, job posting and hiring.
3. As an update staff have completed the hiring of the Asset Coordinator and Financial Analyst position appointing Alan Selby, former Treasurer for the County of Dufferin. Mr. Selby was looking for a 2 year contract position following his retirement from Dufferin County and is an excellent fit to setup our Asset Management Plan going forward. He will be starting September 14, 2020 and training that week in the Council Chamber, outside the Municipal Office bubble with Liam Gott. Once trained he will be working on average 2 days in the office and 3 days off site.

Respectfully Submitted,

HR approval: Original Signed By

Kayla Best – HR Coordinator

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CAO approval: Original Signed By

Dave Milliner – CAO

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- Attachment 1 – Customer Service & Support Job Description
- Attachment 2 – Customer Service & Support Job Posting