

Township of Southgate
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Staff Report HR2021-028

Title of Report: HR2021-028 – Finance and By-Law Administrative Assistant Position

Department: Human Resources

Council Date: November 3, 2021

Recommendation:

Be it resolved that Council receive Staff Report HR2021-028 for information; and

That Council approve the draft job description for the Finance and By-Law Administrative Assistant; and

That Council direct staff to review and evaluate the draft job description for the Finance and By-Law Administrative Assistant through the Southgate Job Evaluation Committee for a recommended placement of the Employee Pay Grid; and

That Council direct staff to report back to the November 17th Council meeting with a report from the Job Evaluation Committee and the final version of the Finance and By-Law Administrative Assistant job description for approval.

Background:

The Administrative Support position was created earlier in 2021 with the following resolutions:

The following resolution was approved at the March 17, 2021 Council Meeting

Moved By Councillor Sherson **Seconded By** Councillor Frew

Be it resolved that Council receive Staff Report HR2021- 006 for information; and

That Council approve the Administrative Support position amended job description as presented; and

That Council approve the Job Evaluation Committee recommendation the job be placed and remain in pay band 13; and

That Council approve the salary for the 6-month Administrative Support position be funded by the Safe Restart Funding. Carried No. 2021-138

The following resolution was approved at the April 21, 2021 Council Meeting

Moved By Councillor Sherson **Seconded By** Deputy Mayor Milne

Be it resolved that Council receive Staff Report HR2021- 010 for information.

Carried No. 2021-219

We welcomed Charli Hodges into the role of Administrative Support on a six month contract, which has now been extended until December 31, 2021.

Staff Comments:

During the past six months, the Administrative Support person has made a positive impact to our Administration office. In addition to being a 'live answer' on our

phone system and increasing our customer service experience for residents, this position has also assisted in multiple departments supporting the increased demands we have been facing due to our continued growth.

Senior staff have met to evaluate current job descriptions, tasks and workload and have identified two main areas where there has been a significant increase in demand and therefore requires more administration support than in the past. The two areas identified:

1. Finance – Accounts Receivable: with the increase in water and wastewater accounts as well as the frequency of ownership changeover in Dundalk, the Utility portion of the Accounts Receivable position have seen a significant increase in workload. This position also supports all invoicing for the municipality including waste sites, recreation, fire department, facility rentals and billing and dog tags. It has been determined that all of these tasks are more than one fulltime position has capacity to handle.
2. By-Law Enforcement: this department has seen a steady increase in complaints over the past two years and has identified that more time needs to be spent logging and tracking the information to ensure timelines are met, acted on and documented appropriately due to the time sensitivity for by-law enforcement. With the Building Department also seeing an increase in building permits, inspections, etc., it has been identified that the administrative support required for both by-law and building is more than one fulltime position has capacity for.

The draft Finance and By-Law Administrative Assistant job description (Attachment #1) was created in collaboration with various department heads to ensure we provide additional support where it is needed. If this position is approved in the 2022 budget, then two other job descriptions will also be updated to reflect the changes (Finance Assistant – Revenues and Building and By-Law Administrative Assistant). Staff do not anticipate the changes to require re-evaluations due to the balance of tasks being impacted and not the responsibilities.

Financial Implications:

There are no financial implications as a result of this report and the creation of the position will be discussed as part of the 2022 operating budget.

Communications & Community Action Plan Impact:

This report has been written and presented to Council to communicate accurate information to the public.

Goal 2 - Revitalizing Downtown Dundalk

2-D - The Township will have taken aggressive action to enforce compliance by downtown buildings with property standards Building Code, and Fire Code regulations.

Goal 5 - Upgrading our "Hard Services"

The residents and businesses of Southgate recognize our linear services - roads, bridges, water and sewer works, for example - to be a fundamental purpose of

municipal government. This infrastructure needs to be serviceable and sustainable so that our businesses and communities can thrive and grow.

5-C - The Township will have increased wastewater treatment capacity in Dundalk to support growth.

Concluding Comments:

1. That Council receive this report as information.
2. That Council approve the draft job description for Finance and By-Law Administrative Assistant.
3. That Council direct staff to review and evaluate the draft job description for the for Finance and By-Law Administrative Assistant through the Southgate Job Evaluation Committee for a recommended placement of the Employee Pay Grid.
4. That Council direct staff to report back to the November 17, 2021 Council meeting with a report from the Job Evaluation Committee and the final version of the for Finance and By-Law Administrative Assistant job description for approval.
5. That the 2022 budget deliberations will be part of the future discussions related to the justification of the position, approval for hiring to fill the job and as well the review of the existing job descriptions impacted by this shift in tasks.

Respectfully Submitted,

Original Signed By

Human Resources: _____

Kayla Best, HR Coordinator/ Assistant to the CAO

Dept. Head Approval: ***Original Signed By*** _____

Bev Fisher, Chief Building Official

Dept. Head Approval: ***Original Signed By*** _____

William Gott, Treasurer

CAO Approval: ***Original Signed By*** _____

Dave Milliner, CAO

Attachments:

Attachment #1: Finance and By-Law Administrative Assistant draft job description.