



## **Staff Report HR2021-031**

**Title of Report:** HR2021-031– Administrative, Finance & By-Law Assistant Approval for 2022

**Department:** Human Resources

**Council Date:** December 1, 2021

### **Recommendation:**

**Be it resolved that** Council receive Staff Report HR2021-031 for information; and  
**That** Council receive the presentation as included in the report from the HR Coordinator; and

**That** Council approve adding the Administrative, Finance & By-Law Assistant in the 2022 budget; and

**That** Council approve changes to the Finance Assistant – Revenues job description; and

**That** Council approve the changes to the Building & By-Law Administrative Assistant job description.

### **Background:**

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

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

**Be it resolved that** Council receive Staff Report HR2021-030 for information; and

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

**That** Council approve the recommendations from Job Evaluation Committee to place the Administrative, Finance and By-Law Assistant position in pay band 12 of the Southgate Employee Pay Grid; and

**That** Council consider this new position in the 2022 operating budget discussions.  
Carried No. 2021-676

### **Staff Comments:**

An Administrative Support contract position has been in place since May 2021. This position's duties are live answer of phone calls, front counter customer service and assisting other departments where required. This position's contract was extended until December 31, 2021. During the contract period it was identified that additional staff hours are required in the finance department (accounts receivable) and in the by-law department (administration to provide timely notices).

Due to timing of the budget process, we must decide the status of the position prior to the budget being finalized in order to ensure there are no gaps in service between December 31, 2021 and the budget approval date.

***Finance Assistant – Revenues (existing position):***

The current position of Finance Assistant – Revenues and is responsible for:

- Utility billings (water/wastewater)
- Account setups and transfers
- Facility bookings and receivables
- Dog tag administration and receivables
- General receivables and cash receipts
- Support for taxation and customer service

This position is currently charged across multiple departments as follows:

- 35% to Water department for billing, water meter management, AR collection and administration
- 35% Wastewater for the same a water
- 10% Recreation facility bookings, invoicing and administration
- 5% Canine for dog tags and invoicing
- 15% Finance for finance billings and accounts receivable collection

With 492 new homes in Southgate, majority being in Dundalk in the last 3 years and the increase in property transfers that occur, the utility billing tasks have outgrown the capacity for one person to maintain in addition to other finance tasks.

The Finance Assistant – Revenues position with the proposed changes would be responsible for the following:

- 40% Water
- 40% Wastewater
- 20% Finance.

With the increase in revenues and increase in growth, comes an increase in the volume of work. Proposed changes to the Finance Assistant – Revenues job description are attached as Attachment #2.

***Building & By-Law Administrative Support:***

Currently this is an existing job with by-law administration tasks under the Building & By-Law Administrative Assistant position. With the building department's steady increase in demand and legislated timelines to follow to issue permits, this position has not had the required time to dedicate to administration of by-law related complaints and tracking. In addition to the Building department increases, there has also been an increase in By-Law complaints over the past few years as previously reported by the CAO. The Administrative Support contract position has been trained on these tasks and currently is supporting By-law administration.

The Building & By-Law Administrative Assistant position's wages are currently being billed 30% to By-Law and 70% to Building. With the creation of a fulltime Administrative, Finance & By-Law Assistant position, the current Building Administration position will be charged 100% to the Building department and the job title renamed to Building Administrative Support.

Proposed changes to the Building & By-Law Administrative Assistant job description are attached as Attachment #3.

**Administrative Support (contract position) change to new Administrative, Finance & By-Law Assistant position**

The new Administrative, Finance & By-Law Assistant's wages will be supported by existing budget to cover 30% of this position from By-Law Enforcement. This is necessary because of the increase in demand for By-law services in 2021.

The concerns for customer service and feedback from ratepayers, Council and staff resulted in turning our phone system being answered directly by staff as opposed to using an auto-attendant system. This resulted in better customer service for anyone calling into the office. The contracted Administrative Support position is currently the primary person to answer calls into the office and answer any general questions and inquiries in order to get people the answers they are looking for immediately or redirecting to the correct person. In addition to answering calls, emails and in-person inquiries at the front counter, this position also provides to managers in the office for day to day support, as well as special projects.

The new Administrative, Finance & By-Law Assistant is proposed to be responsible for the following:

- 30% By-law Enforcement Administration
- 30% Customer service phones and front counter
- 20% Finance Assistant - Non-utility revenue billing tasks
- 10% Recreation facilities
- 10% Canine

**Financial Implications:**

The financial impact of adding the new Administrative, Finance & By-Law Assistant as fulltime position to the 2022 budget is as follows:

Wages & Benefits:	\$59,027
Wages & Benefits for By-law budget:	-\$19,631
Wages & Benefits from Water user fees:	-\$ 6,278
NET Wage & Benefit Impact:	<b>\$33,118</b>

**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 4 - Adequate and Efficient Public Facilities**

The residents and businesses of Southgate expect the Township to plan and adequately provide for public facilities for gatherings, recreation and doing business with the Township, while recognizing at the same time that facility needs can change with age and a changing population.

**4-A** – The Township will have identified the growth-related impacts on municipal facilities, and will have designed solutions to expand its facilities, or develop new facilities, as required.

### **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 adding the position of Administrative, Finance & By-Law Assistant to the 2022 operating budget.
3. That Council review and approve job description updates to current Finance Assistant – Revenues and Building & By-Law Administrative Assistant.

Respectfully Submitted,

***Original Signed By***

**Human Resources:** \_\_\_\_\_

Kayla Best, HR Coordinator/ Assistant to the CAO

**Dept. Head Approval:** ***Original Signed By*** \_\_\_\_\_

Bev Fisher, CBO

**Dept. Head Approval:** ***Original Signed By*** \_\_\_\_\_

William Gott, Treasurer

**CAO Approval:** ***Original Signed By*** \_\_\_\_\_

Dave Milliner, CAO

### **Attachments:**

Attachment #1: Southgate Staff Presentation

Attachment #2: Finance Assistant – Revenues updated job description.

Attachment #3: Building & By-Law Administrative Assistant updated job description.

Attachment #4: Administrative, Finance & By-Law Assistant job description.