



Contribute to the City of Hamilton, one of Canada's largest cities - home to a diverse and strong economy, an active and inclusive community, a robust cultural and dining scene, hundreds of kilometers of hiking trails and natural beauty just minutes from the downtown core, and so much more. Join our diverse team of talented and ambitious staff who embody our values of sensational service, courageous change, steadfast integrity, collective ownership and being engaged empowered employees. Help us achieve our vision of being the best place to raise a child and age successfully.

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Location

**Hamilton, Ontario**

Department

**Corporate Services**

Employment Type

**Permanent, Full-Time**

Minimum Experience

**Manager/Supervisor**

Compensation

**\$115,866.66- \$144,833.78 annual**

- **Job ID #32267: Manager, Provincial Offences**
- **Union:** Non-Union
- **Job Description ID #: 2136**
- **Close date:** Interested applicants please submit your application online at [www.hamilton.ca/city-council/jobs-city](http://www.hamilton.ca/city-council/jobs-city) by 4:00 p.m. on October 21, 2026.
- **Vacancy type:** This posting is for an existing vacancy

- **Internal applicants should apply with your work e-mail address.** External applicants are considered only after the internal posting process has been completed. Only applicants chosen for an interview will be contacted.

## **SUMMARY OF DUTIES**

Reporting to the Director, Customer Service, POA & Financial Integration, the Manager, Provincial Offences provides strategic leadership and operational oversight for the Provincial Offences Administration (POA) Office, including court administration, court operations, fine collections, and customer service functions. The position is responsible for the planning, implementation, monitoring, analysis and continuous improvement of programs, services, and business processes to ensure legislative compliance, service excellence, and alignment with municipal and provincial priorities.

The Manager exercises sound judgment and strategic decision-making in a complex and evolving environment, ensuring appropriate levels of service and business support are maintained for judicial officers, court users, service partners, and stakeholders. The position develops and maintains collaborative relationships with internal departments, the Ministry of the Attorney General, enforcement agencies, legal stakeholders and community partners, while ensuring compliance with applicable legislation, policies, standards, agreements and regulatory requirements.

## **GENERAL DUTIES**

Provides strategic leadership and operational oversight for the delivery of Provincial Offences Administration (POA) services, including court administration, courtroom operations, fine collections, customer service, and legislative compliance activities, ensuring alignment with municipal priorities, Ministry of the Attorney General directives, and applicable legislation.

Provides leadership, oversight, and accountability for the administration and delivery of delegated quasi-judicial functions within POA. Exercises legislated authorities and performs duties assigned to the Court Manager as Clerk of the Court under the Provincial Offences Act, Courts of Justice Act, Ministry directives, and applicable legislation, while ensuring the appropriate exercise of delegated authorities by supervisory and administrative staff.

Signs as Commissionaire of Oaths for court documents as required.

Ensures compliance with the Provincial Offences Act, Courts of Justice Act, Municipal Freedom of Information and Protection of Privacy Act, applicable regulations, Ministry directives, Memorandum of Understanding, City policies, and established court administration standards.

Leads Coordinators responsible for court administration, court support, and enforcement and support functions. Directs the planning, implementation, monitoring, evaluation, and continuous improvement of programs, services, business processes, and service delivery models, establishing performance standards, operational priorities, and accountability frameworks to ensure legislative compliance, operational excellence, and the effective delivery of POA services.

Ensures the integrity, security and accountability of court records, financial transactions, cash handling practices, confidential information, exhibits, transcripts, and other operational assets through appropriate controls, monitoring activities and compliance measures.

Leads and contributes to the development and implementation of divisional, departmental and corporate strategic plans, business plans, and performance objectives.

Analyzes legislative, policy, technology, operational, financial and service delivery trends and developments to identify opportunities, assess risks, and recommend enhancements to programs, services, resources, and organizational practices.

Provides leadership in organizational transformation, change management, modernization initiatives, and technology enhancements to improve operational effectiveness, service accessibility, stakeholder experience, and business outcomes. Supports informed decision making and operational excellence.

Monitors program and operational performance through the review of service levels, workload indicators, financial data, performance metrics, audit findings and stakeholder feedback. Implements corrective actions and continuous improvement initiatives as required.

Provides leadership in the planning, development and administration of operating and capital budgets. Oversees revenue collection, financial controls, forecasting, variance reporting, business case development, procurement activities, contract administration, and long-term financial planning in accordance with corporate policies and legislative requirements.

Provides leadership and responsibility for employee engagement, workforce planning, succession management, talent development, training, performance management, attendance management and labour relations activities within a unionized environment.

Represents the section in labour relations matters, including participation in labour-management meetings, grievance resolution processes, collective bargaining support activities, workplace investigations and the implementation of collective agreement provisions.

Develops and maintains collaborative relationships with the Judiciary, Ministry of the Attorney General, enforcement agencies, legal stakeholders, municipal partners, service providers, and community organizations to support effective court operations, service planning, issue resolution, and strategic initiatives.

Establishes and maintains effective communication and working relationships with employees, senior management, Council, government representatives, stakeholder groups, service partners, legal representatives, and the public.

Represents POA on corporate, municipal, and provincial committees, working groups, associations and stakeholder forums to advance organizational objectives, support best practices and contribute to policy and program development

Prepares and presents reports, recommendations, briefing materials and presentations for senior leadership, committees, stakeholders and Council on matters related to court operations, service delivery, financial performance, legislative compliance and strategic initiatives

Leads business continuity planning, emergency preparedness, operational resilience and service continuity activities to ensure the ongoing delivery of legislated court services and compliance with Ministry directives during service disruptions or emergency situations.

Ensures that employees are provided with and use appropriate equipment, materials, training and procedures required to perform assigned duties. Ensures compliance with applicable Health and Safety legislation and City policies and recommends appropriate corrective action where required.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

## **QUALIFICATIONS**

1. Diploma or Degree in Business, Court Administration, or a related field, or a combination of equivalent education and experience.
2. Progressive leadership experience in a Provincial Offences Court environment with responsibility for operations, service delivery, and program improvement.
3. Demonstrated knowledge of Provincial Offences Administration legislation, applicable regulations, collective agreements, privacy, accessibility, employment, and occupational health and safety requirements.
4. Experience leading staff in a unionized environment, including employee relations, performance management, attendance management, and labour relations.
5. Demonstrated success leading multidisciplinary teams and fostering collaboration to achieve organizational objectives.
6. Strong planning, analytical, problem-solving, organizational, and change management skills.
7. Experience with budgeting, financial management, internal controls, and strategic and business planning.
8. Experience with cash handling processes and an understanding of financial principles, budget controls, and financial systems.
9. Excellent communication, interpersonal, customer service, and relationship management skills, with a high degree of professionalism and integrity.
10. Proficiency with computerized systems, including court administration systems, digital court technologies, and Microsoft Office applications.
11. Demonstrated knowledge of the Occupational Health and Safety Act and its application in the workplace.
12. Membership in the Certified Municipal Manager (CMM) Accreditation Program (Court Professionals or Executive stream) would be considered an asset.
13. Must be available to work flexible hours, including evenings, weekends, holidays, and early mornings, as required.

**NOTE:**

As a condition of employment, the successful applicant(s) will be required to obtain a Criminal Reference Check (Vulnerable Sector Screening), at their own expense, prior to beginning work in this position.

**Disclaimer:**

Be advised that Human Resources frequently audits resumes of internal/external applicants to ensure/validate information provided is consistent and trustworthy. Falsification of information provided at any time throughout the recruitment process may be grounds for disqualification, and for internal applicants, subject to discipline up to and including termination.

**Terms:**

The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.