



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: Enforcement Coordinator, Carrier Safety, London District and Thunder Bay District
Job Code: MCP - General Administration AM-19, AGA19
Job ID: 15101

Purpose of Position:

To provide the full spectrum of management responsibility for direct program delivery of the ministry's carrier safety and enforcement programs within a designated geographic area. To provide program administration as well as leadership and direct supervision of field staff involved in the delivery or support of the motor carrier safety inspection and enforcement activities. To estimate, coordinate and manage staff, materials and fiscal resources to meet current and future needs. To implement operational plans and regional strategies including developing initiatives and plans which are consistent with government initiatives and ministry business plans in a politically sensitive, litigious environment. To actively participate in regional long term planning and program decisions as part of the regional management team.

Duties/Responsibilities:

1. Manages and coordinates the activities of field staff involved in enforcement and inspection activities, to ensure compliance by client groups (e.g. bus/truck owners, commercial vehicle drivers, motor vehicle inspection station licensees) with (e.g. HTA, DGTA, POA), regulations, policies and procedures. Manages and co-ordinates enforcement violations/prosecutions and ensures proper procedures are followed through the courts. Resolves complex, contentious or difficult prosecutions with Crown Counsel.
2. Discusses program planning and delivery objectives and improvements with the Regional Manager and head office staff and management. Keeps staff aware of trends and new developments and promotes a climate of information exchange and teamwork with staff. Ensures that the ministry's business plan, corporate vision and values, legislation, policy and procedures are communicated with staff. Actively participates on the regional management team and on ministry committees contributing to major decisions and recommendations regarding program policies/procedures, staffing and training.
3. Develops effective relationships and partnerships with clients and stakeholders (e.g. bus/truck owners, commercial vehicle operators, MPPs, officials of other governments and jurisdictions, vehicle inspection station licensees, interest groups, . . .) in order to disseminate information/advise on and promote program objectives, amendments to legislation and program changes. Represents the region with clients/stakeholders regarding ministry activities/events and the resolution of complex technical and operational issues.
4. Projects staff requirements for the area and oversees the staffing process through recruiting, hiring and training of staff, including developing training plans. Administers the performance management process and approves merit increases, promotions and recommends, dismissals and appointments to regular staff. Deals with grievance and other employee relations issues in accordance with collective agreements and provides technical input and information at grievance hearings. Fosters long term learning and development of staff through coaching, training and other management techniques.
5. Forecasts and manages fiscal and material resource requirements for the area (including budget, area office and sub-offices, truck inspection facilities/equipment, assets and contracts) to meet current and future needs. Monitors fiscal performance against budgeted expenditures and ensures optimum performance is achieved from inspection assets and equipment such as, truck inspection stations, computers, enforcement vehicles, portable scales, radios, and personal safety devices, etc.
6. Establishes and implements work plans and business performance contracts reflecting targets for the area in accordance with the ministry business plan and division program delivery strategies. Monitors work volumes, identifies shortcomings in operational plans/policies through statistical analysis and identifies/recommends program changes to meet targets.
7. Manages incidents and contentious issues through discussions with stakeholders, client groups,

regional and head office staff, the judiciary, Office of Legal Services, Crown Counsel, other enforcement agencies, etc. Prepares reports, briefing notes, house notes, information notes and correspondence on contentious and emerging issues for the Regional Manager and senior staff. Conducts routine and special investigations on alleged regulatory violations, issuing warning letters to shippers and motor vehicle inspection station operators and conducts interviews regarding commercial vehicle operators registration.

Knowledge:

Valid Ontario Drivers License and ability to attain/maintain self defense certification

Work requires a thorough knowledge of government and ministry planning processes, ministry business plan and objectives and division programs related to carrier safety and enforcement, including, relevant legislation (e.g. HTA, DGTA, POA, etc) regulations, policies and procedures to implement operational work plans and deliver high quality programs and services consistent with ministry business plans. Sound knowledge of court and legal processes to advise Crown Counsel and judiciary on charges related to violations and the preparation of documentary evidence. Excellent analytical, problem solving and planning skills to coordinate and establish priorities for diverse program activities within the area, assess the adequacy of program delivery and initiate improvement actions. Good knowledge of financial and administrative procedures and cost center budget preparation in order to manage fiscal and material resources including budgets, facilities, assets and contracted service providers. Good knowledge of human resource practices, principles and policies including recruitment, training and development, performance contracts and assessment, labour relations and discipline to interpret collective agreements, handle staff grievances, assess staffing needs, recruit, hire, train, discipline, monitor performance and promote a productive team environment. Knowledge of the occupational health and safety environment, O.H.S.A. and committee structure with certification to represent management as required. Demonstrated management and supervisory skills to plan, organize, coordinate and supervise a diverse district staff and act as staff resource. Excellent interpersonal, consultation and negotiation skills to promote compliance with legislation, resolve problems related to regulatory violations, mediate disputes with clients and establish productive working relationships and partnerships with clients/stakeholders. Excellent communication skills to advise staff and industry, media, MPPs, other governments on the application and explanation of programs/legislation and advise/brief regional and head office management on contentious issues and recommend service and policy improvements. Demonstrated ability to use PC technology and software.

Judgement:

Significant judgment is required in making sound management decisions for the effective delivery of all functional activities for the program. Judgment is required in developing and implementing operational plans, determining best delivery methods within the area, administering to the numerous demands and priorities required by the program and supervising and ensuring availability of trained staff. Judgment is required in assessing the quality of programs and staff performance including resolving employee relations and performance issues. Judgment is required in evaluating inspection results for technical content and consistent application of legislation, resolving difficult situations involving serious situations of non-compliance, determining corrective action to ensure compliance and delivering enforcement activities consistent with ministry objectives and regional strategies. Judgment is exercised in providing advice/input to Crown Counsel and law enforcement agencies, regarding violations/charges and in developing and implementing human resource, budgetary and administrative plans and making adjustments to meet changing demands. Judgment is required when serving on committees to identify and recommend program delivery improvements and influence policy development. Discretion and tact are required to discuss violations with commercial vehicle operators and other industry clients, persuade acceptance of legislation by transportation industry and resolve complex enforcement issues. Work is performed under the direction of the Regional Manager and within established policies, procedures and legislation; however, with significant delegated responsibility for the use of financial, human and physical resources and the conduct of functional activities to achieve program delivery objectives. The Regional Manager, and head office management staff are available for advice on complex policy and operational program issues (e.g. issues having ramifications throughout the transportation industry). Guidelines are available from applicable legislation, regulations, policies and directives.

Accountability - Programs:

Program: Incumbent is accountable for managing the delivery of the enforcement program within the area, including implementing requirements to achieve the goals of the ministry and business plans, developing operational plans and implementing strategies to address specific enforcement concerns. Incumbent contributes operational input and field expertise to regional administrative procedures, planning processes and budgets and makes significant recommendations for the development and implementation of new programs/policies by participating on committees/task forces and determining/recommending best program delivery mechanisms.. Incumbent is also accountable for

promoting public involvement and an understanding of the ministry and division programs and business plans by participation on trade shows, meetings, etc.

Accountability - Personnel:

Directly supervises Districts Transportation Enforcement Officers, Enforcement Supervisors and Clerical staff.

Accountability - Finance & Material:

Prepares area budget and assists the Regional Manager in developing the overall regional budget. Manages and approves financial expenditures within the delegated limits and is responsible for the security and maintenance of all monies collected, controlled stock, documents and equipment (e.g. weighing devices, vehicles) Recommends major purchases and enhancements to area offices and inspection stations and other enforcement assets.

Accountability - Impact of Errors:

Errors in providing effective program delivery and in developing and implementing work plans could result in the region not achieving ministry/division program goals and objectives. Failure to provide effective control of enforcement activities, inconsistent application of legislation, regulations and policies and the failure to promote acceptance by industry and stakeholders of ministry programs could result in reduction in road safety, damage to highway infrastructure, disruption in the flow of commercial goods, public and industry criticism and delays in providing client service. Poor judgment in handling of material and fiscal resources could result in ineffective use of program finances and public funds. Failure to effectively manage human resources could result in not meeting operational planning targets and poor staff performance.

Contact - Internal:

Regular contact with senior regional, district and head office staff and management. Crown attorneys, legal counsel and senior officials in other ministries to discuss issues/initiatives, resolve difficult or complex issues, advice on legislative/policy violations/provide advice/information on programs and initiatives and cooperate in the implementation of ministry policies and programs. Contact with senior ministry management (to director level) to advice on complex program issues and recommend policy and delivery alternatives when participating on committees/task force. Regular contact with corporate service staff to clarify and obtain information to deal with staff, financial and material and other administrative issues/requirements.

Contact - External:

Frequent contact with officials in the truck and bus industry, law enforcement agencies, school bus operators, boards of education, automotive repair associations, service organizations, other jurisdictions and levels of government, interest groups, the public and media to explain and interpret ministry policy and program requirements, discuss/resolve issues regarding legislative contraventions and violations, explain and promote acceptance of ministry/regional programs, strategies and initiatives. Regular contact with Crown Counsel, members of the judiciary and law enforcement agencies to discuss/advise on legal requirements, discuss charges and provide technical expertise in cases before the courts. Promotes understanding and acceptance of transportation regulation program by participating in public meetings, seminars and events.



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

More Information

It is our goal to provide a balanced overview of the position, including the unique aspects of the job. This supplementary information complements the job ad and job spec. We believe this will better equip you to be able to make an informed decision to apply, and in turn helps us to hire the person who understands, accepts and is motivated to perform all aspects of the job.

Position Title: Enforcement Coordinator, Carrier Safety, London District and Thunder Bay District

Job Code: MCP - General Administration AM-19, AGA19

Job ID: 15101

Amount of Travel:

These positions will involve travel approximately 5 days/month. Some overnight travel should also be expected.

Community Profile:

London Carrier Safety: Enforcement Audit Program

The Carrier Safety Program Enforcement Coordinator's primary responsibilities involve directing 13 enforcement officers in monitoring the commercial carrier industry through field audits conducted on-site at the carriers' facilities to ensure compliance with federal and provincial regulations.

London District: On-Road Enforcement

The London District Enforcement Coordinator's responsibilities involve directing upwards of 5 Supervisory staff and approximately 30 enforcement officers in the inspection of commercial motor vehicles and enforcement of the legislative requirements for commercial motor vehicles (includes transport trucks, school buses, and motor coaches) operating on Ontario highways through Truck Inspection Stations operating 7 days a week and 24 hours a day and through area mobile patrol.

Thunder Bay District: On-Road Enforcement and Enforcement Audit Program

The Thunder Bay District Enforcement Coordinator's responsibilities include monitoring the commercial carrier industry through field audits conducted on-site at the carriers' facilities to ensure compliance with federal and provincial regulations. In addition, directing 1 Supervisory staff, 1 administrative staff and approximately 14 enforcement officers through Truck Inspection Stations operating up to 7 days a week and 24 hours a day and through area mobile patrol.