



GRAND VALLEY

REPORT TO COUNCIL

To: Mayor Soloman and Members of Council
From: Meghan Townsend, CAO/Clerk
Meeting Date: September 10, 2024
Subject: Human Resources Project update and requests

Recommendation

THAT Council receives Report – Human Resources Project update and requests,

AND FURTHER THAT Council approves the recommendation to turn the Accounting Clerk position into a full-time, permanent role and the conversion of the Office Coordinator role into the proposed Planning Coordinator role.

AND FURTHER THAT Council authorizes that the recruitment for both positions may begin immediately.

Purpose

To provide an update on the Human Resources Review project and present staffing requests for Council consideration.

Background

In 2024, Council has engaged the assistance of Pesce and Associates Human Resources Consultants for a review of the Town's Human Resources program. The consultants were tasked with examining the effectiveness and efficiency of the Town's organizational and operational structures in light of the Town's current and future service delivery expectations.

Discussion

There are multiple phases to the project, and the organizational review has concluded. They found an overall positive culture with engaged, diligent employees, experienced leadership and supportive Council. Given the changing requirements and workloads facing the Town, recommendations for future staffing needs were also considered. These future needs will be considered in budget and other planning exercises over the coming years.

The consultants will also be reviewing the Town's compensation program. They will be looking at each positions' job description, updating where necessary, then comparing our compensation with that offered by other similar municipalities. The pay grid will also undergo the mandatory

pay equity analysis to ensure all employees are compensated fairly for the type of work that they perform, regardless of the gender of the person in the role or the “typical” employee’s gender in the role historically.

For the current state, however, some gaps in staffing were found that require urgent attention to alleviate workload. Two recommendations were made by the consultants, and staff agree with these recommendations. Therefore, we seek Council’s support on the following two recommendations:

- 1) Finance Department – the current Accounting Clerk position is a 12-month contract, expiring December 2024. Given the volume of work required in the finance department, such as increasing numbers of payables, receivables, changing payroll demands, monitoring of payment receipts, etc., this contract should be turned into a permanent, full-time position. Otherwise, this workload reverts to the Treasurer position, as no other positions have the capacity to take on this full-time workload. The Treasurer position already has a full workload, as they manage property taxes, banking, investments, loans, budgets, and the asset management program. The Accounting Clerk position will assume some of the duties formerly assigned to the Office Coordinator, will serve as back up for reception duties, and will continue to support the Director of Finance/Treasurer in managing the Town’s financial program. The proposed job description for this permanent position is attached as Appendix A.
- 2) Planning Department – the workload in Planning is increasing constantly, and with the announcement of the Provincial approval of the Town’s growth plans within the County’s Municipal Comprehensive Review, the workload is going to continue growing. To prepare for this growth, a planning coordinator position would help manage the workload. With the retirement of the Office Coordinator, we would like to take the opportunity to amend the job description for that position and recruit an employee with a planning background. This position would assume many of the office coordinator duties, but with an education and work experience background to assist the Planner beyond clerical functions. The incumbent will have municipal land use planning training and/or work experience, and been trained to accept payments, perform various financial and clerical administrative tasks. The proposed job description for this position is attached as Appendix B.

If approved, both positions will be included in the next steps of the Human Resources review project. However, given that one of these positions is vacant, meaning all other staff workloads have temporarily increased to backfill while other tasks are left undone, and given that the contract for the other is expiring soon, it is requested that recruitment for both positions begin immediately, starting with consideration of internal candidates.

Financial Impact

In 2024, there will be no financial impact as the contract position’s compensation is the same as the full-time permanent position, and the vacancy period between the retirement and hiring of the new planning coordinator will compensate for any increased compensation.

In 2025, there will be a slight increase in staffing costs as the planning coordinator will likely be paid at a higher rate. Other budget implications will depend on the results of the Human Resources Project outcomes.

Respectfully submitted by,

Meghan Townsend
CAO/Clerk



Town of Grand Valley

Job Description

Job Title: Accounting Clerk	Reports To: Treasurer
Supervises: None	Date Created: November 2023
Pay Grade: 5	Date Updated: September 2024

The Town of Grand Valley employs an Accounting Clerk, reporting to and supporting the Treasurer.

The Accounting Clerk:

- assists with the co-ordination and operation of the Treasury Department.
- Ensures accounts payable and receivable are processed in a timely manner and in accordance with all requirements.
- Data entry for Payroll and Benefits.
- Conducts or assists with financial reporting, audits, budgeting, accounting, payroll and asset management.

Duties and Responsibilities

- 1) Perform all aspects of accounts payable and accounts receivable.
- 2) Perform Administrator duties for OMERS and Group Benefits.
- 3) Responsible for the calculation, reconciliation and remittances of pays and deductions as authorized by resolution or by-law and under the requirements of federal and provincial guidelines, regulations and legislation. Ensure payroll deductions, pension plans, EHT returns and WSIB premiums are tracked, reconciled and remitted prior to due date.
- 4) Conduct year end payroll procedures including preparing T4s and year end filing.
- 5) Prepare calculations for severance/terminations/ROEs, retroactive pay, vacation pay, and salary changes including automatic level increases and approved cost of living adjustments.
- 6) Create Records of Employment (ROEs), as required.
- 7) Prepare and assist Treasurer with year-end working papers including analysis of general ledger accounts and preparation of annual financial statements.
- 8) Perform financial reports and cost investigations, as required.
- 9) Assist the Treasurer in the preparation of the annual budget estimates and rates of taxation.
- 10) Assist the Treasurer in the monitoring of the budget by various departments.
- 11) Assist in the preparation of the annual Financial Information Return and Financial Statements for the Town and work closely with the Town's Auditors accordingly.
- 12) Administer the Livestock Evaluation program under the guidelines of OMAFRA.

- 13) Assists the Treasurer with property tax collection tasks upon request, including, but not limited to:
 - a) Issuing of Tax billings.
 - b) Processing interest charges, adjustments, write offs.
 - c) Entering and updating tax rates, classes, assessment codes and local improvement rates, as per by-law.
 - d) Creating required reports.
 - e) Creating communication regarding tax notices, as required.
 - f) Preparing tax certificates.
 - g) Explaining basic tax information to taxpayers.
- 14) Make necessary levy payments and ensure they are remitted on schedule.
- 15) Provide back-up payroll and AR/AP for other departments/committees in the absence of their administrative staff.
- 16) Provide coverage of reception duties on occasion.
- 17) Answering the phone and public inquiries or directing these to the appropriate department or other resource.
- 18) Other duties as assigned.

Education and Qualifications

- 1) Post-Secondary education in accounting, office administration, or equivalent experience.
- 2) Bookkeeping experience and experience with financial/accounting databases.
- 3) Municipal experience beneficial.
- 4) Excellent skills in communication, problem-solving and time management.
- 5) Ability to work outside normal business hours (evenings) to attend meetings.
- 6) Class “G” driver’s license and use of reliable personal vehicle.

Required Knowledge and Skills

- 1) Knowledge of the *Municipal Act*, the *Municipal Freedom of Information and Protection of Privacy Act*, and other relevant legislation.
- 2) Strong inter-personal skills and professional written and oral communication skills in English.
- 3) Working knowledge and previous use of personal computers and the Microsoft Office suite of applications.
- 4) Excellent customer service skills and ability to maintain discretion in a confidential environment with a high level of attention to detail.
- 5) Strong organization skills to effectively complete, deliver and prioritize assigned tasks and responsibilities within established timelines.

Personal Contacts

- 1) Members of Public
- 2) All Department Heads
- 3) Internal Staff
- 4) Auditors
- 5) Lawyers
- 6) OMERS and other Pension and Benefit Providers
- 7) Bank/Mortgage Companies

8) MPAC

Working Conditions

- 1) Working within an office environment, with occasional off-site meetings.
- 2) Professional office attire required per dress code policy.
- 3) Usual schedule is Monday to Friday, 9am to 4:30pm.
- 4) Attend evening Council and committee meetings, and other meetings as required.
- 5) Co-ordinates in-office time with Treasurer.
- 6) Limited lifting of files, file boxes, etc., generally less than 10 pounds.

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Town of Grand Valley

Job Description

Job Title: Planning and Office Coordinator	Reports To: Planner
Supervises: None	Date Created: September 2024
Pay Grade: TBD	Date Updated:

The Town of Grand Valley employs a Planning and Office Coordinator, reporting to and supporting the Planner, with additional Office Coordinator duties.

The Planning and Office Coordinator:

- Provides administrative and technical support for all functions under the Planning Department in accordance with established procedures, legislation and regulations.
- Provides reception, data entry, cash receipting and other office coordination functions for the Town

Duties and Responsibilities

Planning:

- 1) Provide administrative support for the Planning Department, including processing planning applications, organizing meetings and appointments related to planning, preparing drafts for review, editing and formatting various correspondence, reports, agreements, by-laws, minutes and confidential material from the Planner.
- 2) Maintain electronic and hard copy files and records.
- 3) Assist with updates to the Town's website for planning related matters.
- 4) Research, propose and implement improvements to internal administrative processes and procedures.
- 5) Photocopy/scan a variety of documents as required or requested.
- 6) Accept and process payments for planning related applications.
- 7) Review applications for completeness and assist with progressing applications throughout the process.
- 8) Assist with data collection, data management, mapping, etc.
- 9) Respond to technical or processing enquiries respecting development applications.
- 10) Receive phone calls, take messages, communicate information and redirect calls and emails.
- 11) Direct customers through various planning related processes and procedures.
- 12) Create or assist with the creation of various reports as required.
- 13) Prepare materials for the Ontario Land Tribunal as required.
- 14) Assist with processing legal documents, letters, spreadsheets, reports and notices for a variety of planning applications.

Office Coordination:

- 1) Assist the Treasurer by collecting property tax payments over the phone or at reception including but not limited to:
 - a) Interim tax payments.
 - b) Interest payments.

- c) Outstanding utility bill payments.
- d) Closing of daily batches.
- e) Bank runs with cash and cheque deposits as required.
- f) Receipt of incoming faxes and response to the faxes as appropriate.
- 2) New Property Owner Information program
 - a) With data from Treasury, send information packages to New Property Owners
- 3) Front reception duties, including:
 - a) Answering the general phone line and reviewing messages left on the general mail.
 - b) Greeting visitors to the office and directing them as appropriate.
 - c) Managing package pick up and delivery functions, including courier services, public document pick up and drop off, contractor cheque pick up, etc.
- 4) Receipt of Town mail
 - a) Daily visits to the post office to pick up and drop off mail.
 - b) Operate and maintain the office postage machine.
 - c) Processing mail to log receipt and deliver to appropriate staff.
- 5) Assist with collection and tracking of other general Town receivables, including but not limited to:
 - a) Road Occupancy Permits
 - b) Accounts Receivable invoices issued by the Treasury Department
- 6) Water Meter Program coordination
 - a) Receive meter connection data from developers/new homeowners and process occupancy of properties
 - b) Assist Treasury with water meter connection issues reported by utility
- 7) Office Supply Inventory
 - a) Ordering supplies with approval from Treasurer.
 - b) Coordinating supply deliveries to departments.
 - c) Restocking inventory.
- 8) Monitor and manage own and general Town email addresses as assigned.
- 9) Other duties as assigned.

Education and Qualifications

- 1) Minimum of two years post-Secondary education in planning, public administration or similar.
- 2) Experience within a municipal, planning environment.
- 3) Knowledge and understanding of the Ontario Planning Act and related regulations, policy statements, including processing applications.
- 4) Excellent skills in organization, communication, problem-solving and time management.
- 5) Ability to work independently and as part of a team.
- 6) Ability to exercise discretion, diplomacy and confidentiality.
- 7) Ability to work outside normal business hours (evenings) to attend meetings.
- 8) Class “G” driver’s license and use of reliable personal vehicle.

Required Knowledge and Skills

- 1) Knowledge of the *Municipal Act*, the *Municipal Freedom of Information and Protection of Privacy Act*, and other relevant legislation.
- 2) Strong inter-personal skills and professional written and oral communication skills in English.
- 3) Working knowledge and previous use of personal computers and the Microsoft Office suite of applications.
- 4) Excellent customer service skills and ability to maintain discretion in a confidential environment with a high level of attention to detail.

- 5) Strong organization skills to effectively complete, deliver and prioritize assigned tasks and responsibilities within established timelines.

Personal Contacts

- 1) Members of Public
- 2) All Department Heads
- 3) Internal Staff
- 4) Building Department
- 5) Lawyers
- 6) Bank/Mortgage Companies
- 7) MPAC

Working Conditions

- 1) Working within an office environment, with occasional off-site meetings.
- 2) Professional office attire required per dress code policy.
- 3) Usual schedule is Monday to Friday, 9am to 4:30pm.
- 4) Attend evening Council and committee meetings, and other meetings as required.
- 5) Co-ordinates in-office time with Planner.
- 6) Limited lifting of files, file boxes, etc., generally less than 10 pounds.