

## **COMMITTEE OF THE WHOLE – APRIL 4, 2005**

### **ACCESS VAUGHAN CITIZEN SERVICE COORDINATOR POSITION (M293)**

#### **Recommendation**

The Commissioner of Economic/Technology Development and Communications, in consultation with the City Manager, and the Manager of Access Vaughan recommends:

1. That Council approve the hiring for the Access Vaughan Citizen Service Coordinator position (M293); and
2. That the title of this position be referred to as “Coordinator – Access Vaughan”.

#### **Purpose**

To obtain Council approval to hire the Access Vaughan Citizen Service Coordinator.

#### **Background - Analysis and Options**

At the February 28, 2005 Council meeting, Council ratified recommendations from February 22, 2005 Operational and Strategic Planning Committee Item 2, Report No. 2 (replacing only Clause 6). Therefore, Clause 3 “That staff proceed in the immediate hiring of a contract person to be responsible for the development of a Service Standards Manual and that the said individual report directly to the Commissioner of Economic/Technology Development and Communications;” and Clause 4 “That the hiring for the position of Supervisor be deferred;” were adopted as is.

The purpose of the deferral to hire the Coordinator was to use those unspent funds and apply them towards the consultant who would assist the Commissioner to develop and complete the Service Standards Manual. The consultant was hired effective March 29, 2005 and the Service Standards Manual, as well as a Training Manual, will be completed by April 29, 2005.

It is necessary that the Coordinator be hired at this time so that the Coordinator can be involved in all interviews as well as oversee Access Vaughan staff. Due to Council’s request to have Access Vaughan operational by September 2005, it is vital that the Coordinator be hired within the next two months. The Human Resources hiring process is lengthy and we anticipate that it will take approximately 4 to 6 weeks to complete. Immediate approval is required to allow for posting and the entire hiring process that follows.

Funds are allocated in the budget for this position.

#### **Relationship to Vaughan Vision 2007**

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated and approved.

- 1.0 Service Delivery Excellence
- 6.4 Communications and Public Relations – Strengthen Corporate Image and Identity
- 7.0 Technology and Innovation

**Conclusion**

Due to time restrictions and phasing transition for the implementation of Access Vaughan, staff is recommending that the process of hiring the Coordinator commence immediately.

Respectfully submitted,

Frank Miele  
Commissioner, Economic/Technology Development and Communication Department