

Corporate Services

Last Updated: October 28, 2022, and subject to change

Purpose:

Corporate Services Department is responsible for the delivery of Financial Services and Corporate Support Services (Clerks, Customer Services, IT, Legal & Risk Management)

Departmental Overview:

- 497 FTEs
- Budget – Gross: \$52.8MN Net: \$39.7MN
- Office location: City Hall, 50 Main St., Central Library

Core Business:

- Corporate Services
 - Legislative Services, Council Relations
 - Elections
 - Clerks Programs and services provided
 - Citizen and Customer Services
 - Legal Services
 - Provincial Offences – Prosecution and Administration
 - Risk Management
- Financial Services
 - Accounting Services
 - Finance and Administration
 - Financial Planning and Policy
 - Investments
 - Non-Tax Revenue Collection
 - Payroll and Pensions
 - Procurement
 - Property Tax Billings and Collection

Council Approved Work Underway:

- Introduction of an enhanced 311 platform through a customer relationship management upgrade that will support the delivery of accessible services across multiple channels
- Vacant Home Tax Program Development
- Stormwater Financing Review
- Hamilton Future Fund Governance Review and Reserve Strategy
- Routine Disclosure & Active Dissemination

Critical Deliverables:

- 2023 Budgets (Inclusive of legislative changes)
- Virtual Trial Enhancements
- IT Strategy
- Records management and training to support open government

- Revise/update Procurement Policy