

## CITY OF HAMILTON

### CITYHOUSING HAMILTON

(ASSET RENEWAL SECTION - LOCATION – 181 MAIN ST. W., 1<sup>ST</sup> FLOOR)

### SUPERVISOR, PEST CONTROL

#### SUMMARY OF DUTIES

CityHousing Hamilton provides affordable housing that is safe, well-maintained, cost effective and supports the diverse needs of our many communities. Reporting to the Manager of Asset Renewal & Maintenance, the Supervisor Pest Control will ensure the effective service delivery of the Pest Control team to support the tenants of CityHousing Hamilton.

#### GENERAL DUTIES

Supervise the activities of the Pest Control team including but not limited to the Exterminators, Preparation Crew, and Pest Control Clerk.

Interprets and ensures compliance with the Occupational Health and Safety Act, W.H.M.I.S., applicable provincial/federal Act /Standards and Union Agreements.

Leads an effective programs team, providing coaching and advice to team members to optimize performance and delivers quality services in a timely and cost effective manner; responsible for the hiring, orientation, training, scheduling, attendance management, disciplining and performance evaluations of staff.

Inspects work performed by Pest Control staff, to ensure quality control of programs.

Provides direction, leadership and coordination of teamwork, motivate and encourage staff to achieve high levels of performance and productivity; fosters a work environment which supports customer service, innovation and quality of service.

Ensures that staff are fully job competent, possessing the required qualifications, knowledge, and skill sets and are readily equipped with appropriate tools to perform their jobs effectively. Ensures that all staff receives adequate and pertinent safety and technical training in order that work is performed in a safe and productive manner.

Respect and protect the confidentiality of tenant information as well as all other information that is sensitive in nature to the operation of the program.

Develops, for review and approval, and maintains pest control related policies and procedures.

Evaluates program using a cost benefit analysis and ensures program delivery is completed according to policy. Inspects and monitors programs, services, and staff on a regular basis to evaluate quality and efficiency of operations, systems and compliance with operational and program standards.

Understands industry best practice and ensure programs are aligned with community and corporate needs and objectives.

Ensures that program inquiries and complaints are appropriately heard and thoroughly investigated, addressed and communicated professionally, and in accordance with corporate customer service guidelines, policy and spending limits.

Documents, monitors, tracks and communicates issues and their resolution to all stakeholders.

Understands and consistently applies ethics, corporate culture pillars and values of the Corporation in daily work.

Utilizing contemporary quality improvement techniques, analyze and evaluate programs and their delivery and formulate recommendations for improvement as necessary. Participate in research and promote the utilization of appropriate research.

Ensures all hazardous material in storage are only accessed and handled by licenced and appropriate staff in accordance with legislation.

Ensures that supplies are readily available by approving orders for all operations. Recommends repair and replacement of parts, supplies and equipment.

Represents respective area in labour relations issues including participation in labour management and grievance meetings.

Ensure employees are provided with and use the appropriate equipment, material and procedures required to perform their assigned duties. Ensure that all staff activities are carried out in accordance with legislation and corporate policies and business procedures. Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and business procedures.

Work 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.

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

## **QUALIFICATIONS**

1. Developed understanding of customer service, and business office concepts normally acquired by the completion of a Community college diploma in Business Administration or related discipline and/or a combination of education and relevant work experience.
2. Must be able to demonstrate a level of expertise related to the duties described, normally acquired by having extensive experience in a supervisory position, preferably in a unionized environment, and progressive experience with a customer service organization or an equivalent combination of education and experience.
3. Considerable experience in the pest control industry as either a Supervisor or owner/operator.
4. Knowledge of the Residential Tenancies Act, 2006, Housing Services Act, 2011, Pesticide Act and Ontario Regulation 63/09 considered an asset.
5. Knowledge of pests, including but not limited to, bedbugs, cockroaches, silverfish and mice, and how to properly identify a residential infestation. A valid Ontario Exterminator's Licence in accordance with the Pest Control Products Act is considered an asset.
6. Experience in a computerized environment. Working knowledge of Microsoft Office XP (Word, Excel and Outlook). Experience with Northgate and/or Kirona considered an asset.
7. Extensive knowledge of applicable theories, practices and trends in an operations environment. Knowledge is required to ensure competitiveness of municipal services relative to the private sector.

8. Previous Social Housing experience and/or experience working with clients with special needs considered an asset.
9. Demonstrated ability to communicate both orally and in written form with varying audiences including management, peers, staff, other levels of government and the public.
10. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem solving skills dealing with challenging situations.
11. Must be able to work independently on projects and co-ordinate activities with other parts of the Division to promote smooth and efficient communications and information flow.
12. Demonstrated ability to manage time effectively, determine priorities in a constantly changing environment and manage potential conflict through effective problem resolution.
13. Valid class G Driver's licence required.

**Note:** Must have a reliable vehicle which will be required to drive to various properties throughout the City. On occasion, a City provided vehicle will be utilized; as such a driver's abstract deemed satisfactory by the Employer, must be submitted by the successful candidate prior to commencing work.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**