

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(TRANSPORTATION, PLANNING & PARKING DIVISION - PARKING OPERATIONS –LOCATION – 80 MAIN ST. W.)

SUPERVISOR, MAINTENANCE SERVICES – CUPE 1041

SUMMARY OF DUTIES

Reporting to the Manager, Parking Operations, the Supervisor of Maintenance Services is responsible for the delivery of efficient and effective operations & maintenance for all parking facilities belonging to the Hamilton Municipal Parking System. The position oversees the direct supervision of maintenance staff in the performance of their duties and ensures a healthy and safe environment for all patrons and client departments. The Supervisor of Maintenance Services ensures all parking facilities meet current standards regarding operation, appearance, signage, safety etc; and monitors and purchases supplies/equipment.

GENERAL DUTIES

Supervises staff by coordinating daily work programs under the Divisional, Departmental and Corporate mandates through the planning, organizing and scheduling of work activities and equipment for employees.

Develops and empowers staff through delegation of responsibilities and accountabilities, through regular feedback and by providing technical direction.

Maintains section absenteeism records and ensures all payroll and invoices are processed in accordance with existing policies, procedures and collective agreements.

Represents respective areas in Labour Relations issues including participation in Labour/Management meetings, assisting in negotiations for Collective Agreement, negotiate grievance settlements, interview and appoint applicants to staff vacancies.

Investigates accidents, claims, dangerous conditions and complaints that involve City employees, personal injury, accidents and public/private property damage. Attends examinations for discovery.

Provides the appropriate support to all parking related programs related to parking facilities through the delivery of effective facility management and maintenance services.

Administers and oversees the various programs such as cleaning, painting, preventative maintenance, demand maintenance and health & safety by providing advice and resolving problems.

Maintains a preventative maintenance program by implementing and monitoring procedures, schedules and reports for the various facilities and equipment.

Supports and coordinates requirements for maintenance and repair projects, procurement of goods and services, contracts, reports, and agreements.

Researches, recommends and implements new procedures and strategies for conducting business (i.e. benchmarking, best practices, health & safety, training, etc.).

Assists in the preparation of and monitor the operating budget for the assigned responsibilities in accordance with established procedures and ensures operations and maintenance activities are within approved budget.

Designs, recommends and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Promotes teamwork and integration between units within the division and with other parties participating in cross function and cross program initiatives.

Receive, appraise and resolve complaints, and respond to inquiries from Utilities, property owners, B.I.A.'s, general public, other department and elected officials.

Interprets and ensures compliance with municipal and departmental policies and procedures, occupational health and safety, WHIMS.

Ensures that supplies and equipment are readily available by placing orders for all operations.

Directs and supervises hired contractors and staff to provide effective project implementation and cost control and authorizes payment for outside trades and companies carrying out work under the Department's direction.

Responsible for the Convention Centre Parking Garage, HMPS administrative offices located at 80 Main Street West, the York Boulevard Parkade, and all surface parking lots owned and/or operated by HMPS to ensure standards related to parking facility management and performance are adhered to.

Inspects and oversees inspection of buildings & facilities. Provides written recommendations prior to purchase by the Corporation.

In conjunction with the Project Management team, reviews plans and specifications for buildings under construction and renovations and forwards recommendations for improvement to staff, other corporate divisions or outside contractors and consultants.

Prepares and presents reports to the Manager.

Makes recommendations in relations to Capital Budget improvements aimed at improving operational efficiencies.

Responsible for conducting fire drills and fire prevention program in accordance with the Fire Safety Regulations and in co- operation with the local fire department.

Interprets and ensures compliance with municipal and departmental policies and procedures, occupational health and safety, WHIMS, TSSA, ESA, AODA, and all applicable provincial/federal standards acts. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

Provides consistent performance management for subordinate staff and contractors, including motivation, supervision, interviewing, hiring, disciplining, guidance, and counsel, attends management and confidential personnel matters.

Documents the activities of the work unit through completion of reports, time cards, absentee forms, vacation scheduling, work schedules, performance accountability & development (PAD) programs as well as the operation of computers and control of inventories/supplies.

Responsible for the performance management of staff through the use of the Performance Accountability and Development Tool.

Establishes and maintains an effective network of communication between senior management and subordinate staff, various public and private sector agencies, user groups and constituents and numerous civic and regional departments and other levels of government.

Provides input to Project Managers/Manager(s) in areas such as design, construction, energy management, security management, contract management, preventative maintenance and environmental standards with respect to operational efficiency. Ensures compliance with Corporate/Division/Departmental rules, regulations, procedures, policies and safe working practices.

Recommends and develops new work procedures and technological change to improve work efficiencies. Ensures that supplies are readily available by placing orders for all operations. Recommends repair and replacement of parts, supplies and equipment.

Ensures that employees are provided with an use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Performs other duties as assigned, which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Experience in the facility management industry with a recognized Facility Management Professional (FMP) designation or a combination of education and/or a combination of education and work-related experience.
2. Extensive knowledge of technical operations related to building maintenance.
3. Previous supervisory experience with excellent leadership, communication and interpersonal skills.
4. Knowledge of parking industry practices, including building security and predictive/preventative/demand maintenance, construction technology including mechanical/electrical systems, roof/wall/fenestration systems, structural systems and an orientation to maintenance management.
5. Experience in supervising operations in an outdoor environment.
6. Ability to co-ordinate with internal staff and contractors to ensure preventative maintenance and emergency services are completed.
7. Excellent interpersonal and communication skills and the ability to deal diplomatically with all levels of management, staff, elected officials and the public.
8. Must be a results-oriented individual with a commitment to customer service and team building.
9. Working knowledge of computers including Windows, Word, Excel, email and other computer maintenance management systems.
10. Demonstrated problem solving skills and the ability to operate under tight time restrictions.
11. Proven knowledge of building security and predictive/preventative/demand maintenance, construction technology including mechanical/electrical systems, roof/wall/fenestration systems, structural systems and an orientation to maintenance management.

12. Knowledge of the relevant portions of the National Building Code, the Provincial Building Code, the Area Municipal Codes & practices, the Ontario Fire Marshall's Regulations, the Insurance Advisory Council Regulations, CSA Standards, Forms of Agreement, the Canadian Standard Form of Construction Document:
 - a. Occupational Health and Safety Act and regulations including WHMIS Legislation
 - b. Employment Standards Act and Ontario Human Rights Code
 - c. Municipal By-laws
 - d. Barrier Free Access

13. Related management experience in building maintenance. Management experience in a multi-location unionized environment would be an asset. Excellent organizational skills and time management skills, including the ability to co- ordinate staffing/contractors' requirements for regular, emergency and special services. Successfully completed a Leadership Program would be an asset.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE. MUST POCESS A CLEAR DRIVING ABSTRACT.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.