

CITY OF HAMILTON

PLANNING & DEVELOPMENT DEPARTMENT

(HAMILTON MUNICIPAL PARKING SYSTEM – PARKING & BYLAW SERVICES –LOCATION – 80 MAIN ST. W.)

SUPERVISOR PARKING COLLECTIONS – CUPE 1041

SUMMARY OF DUTIES

Reporting to the Manager of Parking Operations, the Supervisor of Collections is responsible for the direct supervision of staff involved in the installation, maintenance and repair of all parking payment equipment and the collection of revenue from both on-street and within municipal carparks/structures. Must ensure that all parking equipment functions according to current standards, ensuring repairs are made in a timely fashion and that all required inventories are kept at acceptable levels. Instills a customer service focus for the section and uses 'best practices' in the delivery of quality service to the public regarding these duties. Assists in organizing and supervising snow clearing activities in municipal carparks.

GENERAL DUTIES

Determines and co-ordinates the daily work programs by planning, organizing and scheduling of work activities and required equipment for employees.

Designs, recommends and implements strategies to improve effectiveness and efficiency of parking equipment maintenance and revenue collection. 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.

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

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

Directs and supervises hired contractors and staff to provide effective project implementation and cost control.

Represents respective areas in Labour Relations issues including participation in Labour/Management meetings, negotiates grievance settlements, interviews and appoints 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.

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.

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

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

QUALIFICATIONS

Knowledge of business administration theories/practices usually acquired by completing a community college diploma or a combination of education and relevant progressive work experience - preferably in a municipal setting.

Certification as a Certified Municipal Manager (CMM) or similar program would be an asset.

Demonstrated ability and experience in managing staff in a unionized, results oriented environment.

Familiarity with parking industry practices and equipment is an asset.

Previous experience with quality assurance, continuous improvement and change management programs.

Excellent interpersonal and communication skills and the ability to deal diplomatically with all levels of management, staff, elected officials and the public.

Must be a results oriented individual with a commitment to customer service and team building

Working knowledge of computers including Windows, Word, Excel and email. Knowledge of Hansen and GIS would be an asset.

Demonstrated problem solving skills and the ability to operate under tight time restrictions.

Demonstrated experience in preparing work schedules and ability to alter work schedules under short time frames.

Experience in snow clearing operations and the use of this type of equipment would be an asset.

Must possess valid Class "G" Driver's licence.

Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.

NOTE: Must be available to work outside of a normal work schedule for both planned and emergency situations as needed. This position currently works on a rotational standby schedule.

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