

# CITY OF HAMILTON

## PUBLIC WORKS DEPARTMENT (OPERATIONS & WASTE MANAGEMENT DIVISION – LOCATION –120 KING ST. W.)

### DIRECTOR OF ENVIRONMENTAL SERVICES

#### SUMMARY OF DUTIES

Reporting to the Senior Director of Operations & Waste Management provides strategic leadership, through subordinate management, to a multi-functional workforce engaged in the delivery of services to the City Council, public and internal clients. Recommends specific policies and long-range strategies in the delivery of services to meet mandated goals and objectives.

Accountable for establishing and achieving departmental goals and objectives through the effective and efficient use of financial staff and resources. Uses a “best practices” approach in developing and delivering quality services in a timely and cost effective manner. Instills a customer service focus in the Group.

Evaluates and reports on the Group’s service, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Provides creative leadership to the Group through consultation with an effective management team.

Promotes teamwork and integration between units within the Group and with other parties participating in cross functional and cross-program initiatives.

Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation / creativity, team advocacy, staff delegation, empowerment and staff development, and is results oriented.

#### RESPONSIBILITIES

Assume lead accountability and responsibility for the Environmental Services Group to meet the growing needs of staff, the public, residents and the businesses of Hamilton.

The director is accountable to the Senior Director of Operations and Waste Management for the administration and overall management of:

- Cemeteries
- Central Composting Facility
- Forestry and Horticulture
- Materials Recycling Facility
- Parks
- Waste Disposal
- Waste Processing

All of which shall be managed in accordance with City and Provincial guidelines with minimal disruption to the public in the most effective and efficient manner consistent with the City of Hamilton Strategic Plan and Mission, Vision and Values and Public Works Business Plan: Innovate Now, and the public service value chain (people-service-trust).

## **GENERAL DUTIES**

Monitors the operations and projects within the Group to ensure safety, service quality, cost-effective and timely delivery of services, and environmental and legislative compliance.

Builds and encourages staff commitment to strive for a consistently high level of performance in all areas of service delivery recognizing the underlying values of the department and City.

Oversees the development and monitoring of annual operating and capital budgets.

Develops studies, procedures and programs as assigned by the Senior Director.

Attends public meetings to present the city's position/actions to the public, media and outside government bodies. Participates, and regularly acts as main spokesperson, in discussions on Environmental Operations issues.

Responds to issues and queries raised by Council.

Ensures compliance with Provincial and Federal statutes and regulations and municipal by-laws and policies.

Responds to various corporate, community, provincial or federal proposals for service initiatives, changes or enhancements.

Provides professional opinion, advice and guidance through consultation, including reports, to Council and its Committees.

Provides leadership in short and long range planning activities for the Group by applying a strategic vision consistent with department and corporate goals.

Acts as a stand in Senior Director on a rotating basis with other members of the divisional Management Team

Provides effective leadership in all areas of ongoing activity.

Works in accordance with the provisions of applicable health and safety legislation and all City of Hamilton corporate, departmental and divisional policies and procedures related to occupational health and safety.

Possesses a high level of personal integrity and are an excellent communicator.

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

## **QUALIFICATIONS**

1. University degree in a related discipline and twelve to fifteen years related and progressive management experience, or an equivalent combination of education and relevant work experience.
2. Highly developed analytical and business planning skills with a proven track record for long term visioning and big-picture thinking.
3. Highly developed ability to articulate a vision, to lead and inspire others.
4. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
5. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results oriented environment and in a predominantly unionized environment.
6. Demonstrated experience in designing and delivering customer focused programs and services.

7. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
8. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section.
9. Must possess strong interpersonal skills and communication skills with demonstrated ability to deal effectively with staff, management, elected officials and the public and demonstrated facilitation skills in order to build consensus.
10. Knowledge of collective bargaining process.
11. Working knowledge of computer software applications.