

## CITY OF HAMILTON

**PUBLIC WORKS DEPARTMENT**  
**(TRANSPORTATION, OPERATIONS & MAINTENANCE DIVISION – ROADWAY MAINTENANCE SECTION –**  
**LOCATION – 703 HIGHWAY 8, STONEY CREEK)**

**MANAGER, ROADWAY MAINTENANCE**

**SUMMARY OF DUTIES**

Reports to the Director, Transportation, Operations & Maintenance, the Manager, Roadway Maintenance will provide strategic leadership to subordinate staff, in a large multi-functional work group engaged in the delivery of services to the public, internal clients and external customers. Recommends policy and improvement strategies in the delivery of roadway operations & maintenance programs services to meet mandated goals and objectives.

Be accountable for establishing and achieving departmental goals and objectives through the effective and efficient use of financial and staff resources. Using a "best practices" approach, develops and delivers quality services in a timely and cost-effective manner. Implements strategies to improve effectiveness and efficiency. Instills a customer service focus in the Section.

Evaluates, prepares and reports on the Section's, financial, administrative and staff performance against internal and external benchmarks. Sets above average standards and leads by example. Functions as a coach to subordinate staff.

Utilizes a demonstrated record of strong leadership and guidance, technical competence, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development, and be results orientated.

**RESPONSIBILITIES**

Responsible for leading and managing the delivery of roadway operations & maintenance programs.

The portfolio includes accountability and responsibility regarding the delivery of roadway maintenance and operations functions related to assets contained within the Municipal right-of-way such as roads, sidewalks, cycling facilities, bridges, drainage systems and vegetation with an emphasis on efficient asset preservation and rehabilitation required to maintain a safe, accessible and efficient transportation system in the City.

Assumes accountability and responsibility for all aspects of the Roadway Maintenance Section and delivery of Roadway Maintenance programs, services projects and controls, inclusive of winter control, and meets the needs of internal clients and the growing needs of the residents and businesses of the City of Hamilton.

Accountable to the Director for ensuring roadway operations are to better serve the mobility needs of the residents and businesses of the City of Hamilton in accordance with City and Provincial guidelines, in the most effective and efficient method possible, and in a manner consistent with the City of Hamilton Vision, Mission, Values and Goals.

**GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO):**

Provides roadway maintenance and operations programs and services in compliance with Federal, Provincial and Municipal statutes, legislation and guidelines and best operational and engineering practices.

Integrates the management of the section with and directly supports and contributes to the Public Works Quality Management System (PWQMS), Transportation System Operation Plan, and Corporate Asset Management Plan.

Participates in strategic planning and direction of the Transportation, Operations & Maintenance Division of Public Works as a manager of one of the Sections.

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. Provides leadership and coaching through consultation with an effective sectional management team.

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

Designs implementation plans to introduce new policies, procedures, standards, etc. to subordinates within the section and monitors outcome.

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

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

Develops, manages, forecasts and monitors financial budgets and inventory of the section

Prepares and presents reports to the Director, General Manager, Senior Management Team and to Council and Committees.

Assists and participates in the development and preparation of the capital and operating budgets for the Division in accordance with established corporate and divisional procedures. Recommends future budget appropriations.

Attends public meetings to present the city's position/actions to the public, media and outside government bodies.

May be delegated to act as a spokesman on behalf of the Director on roadway maintenance related matters.

Responds to issues and queries raised by Council at the request of the Director or General Manager.

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

Assists the Director in responding to various corporate, community, provincial or federal proposals for service initiatives, changes or enhancements.

Acts on behalf of Director in his/her absence on departmental management team or other assignments as delegated.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with the provisions of 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.

Works 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.

Performs such other duties as may be assigned, which are directly related to the normal job function.

## **QUALIFICATIONS**

1. Post-secondary education in Civil Engineering with proven experience and knowledge in transportation operations, engineering theories and best practices or an equivalent combination of education and related experience.

2. Designation as a P. Eng. with the Professional Engineers of Ontario, or as Certified Engineering Technologist (C.E.T.) with related progressive management experience.
3. Certification as a Certified Road Supervisor-Senior (CRS-S) or able to obtain certification within three years from the start of employment.
4. Demonstrated significant progressively responsible experience directly in operations and maintenance of roadways and associated infrastructure, including at least 5 years at a supervisory level with demonstrated knowledge of road maintenance, asset management, quality management, planning, engineering and project management theories, practices and trends to manage operational tasks, including reviewing, approving and implementing work plans and project budgets.
5. Certification as a Certified Municipal Manager (CMM) or completion of the Ontario Management Development Program would be an asset.
6. Demonstrated ability to effectively manage a large multi-disciplinary staff (both technical and front-line) in a results-oriented environment and in a predominantly unionized environment with emphasized knowledge and experience related to the collective bargaining process.
7. Demonstrated knowledge of Minimum Maintenance Standards, Ontario Traffic Manuals, Highway Traffic Act, CVOR regulations, Occupational Health and Safety, AODA and roadway design standards.
8. Considerable management experience with an emphasis on continuous improvement and development of team members to promote and support a high performing team.
9. Excellent analytical and problem-solving skills, oral/written communication skills.
10. Ability to foster an organizational culture that emphasizes innovation, collaboration, transparency, accountability and trust while promoting a strong code of ethics and integrity to support public service excellence.
11. Considerable experience in a project management leadership role delivering projects, activities and assignments from inception through to implementation with minimal direction while balancing political, community and other stakeholder interests.
12. Proven experience in managing large programs, contracts and projects, including reviewing, approving and implementing work plans and project budgets.
13. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
14. Effective decision-making, negotiation, planning, project management skills
15. Demonstrated financial management skills, developing, implementing and monitoring section budgets, inventory and capital projects
16. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
17. Working knowledge of computer software applications and specific working experience with enterprise asset management systems would be an asset.
18. Valid Ontario Class "G" drivers licence and have access to a personal vehicle.

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

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