

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
ENVIRONMENTAL SERVICES DIVISION
(WASTE COLLECTION SECTION – Location 77 James St. N, Suite 400)

MANAGER OF WASTE COLLECTIONS

Overview

Reporting to the Director of Environmental Services, the Manager of Waste Collection will assume lead accountability and responsibility for the City's Solid Waste Collections Program, Downtown Cleanliness Program and solid waste By-law enforcement on public property. Responsible for delivery of ongoing operations and monitoring of the Programs to ensure they meet the growing needs of the residents and businesses of the City of Hamilton.

Accountable for ensuring the Waste Collections Program is provided in accordance with City and Provincial guidelines with minimal disruption to the public and in the most effective and efficient manner consistent with the City of Hamilton Mission, Vision and Values.

Prepare and report on the Section's services, financial, administrative and staff performance against established benchmarks. Implement strategies to improve effectiveness and efficiency. Set above average standards and lead by example. Function as mentor to subordinate staff.

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

Possess a high level of personal integrity and be an excellent communicator.

General Duties (including, but not limited to):

Provide creative leadership and direction to staff within the Section. Promote teamwork and integration between internal and external parties participating in cross functional and cross program initiatives.

Develop programs, policies and procedures for the Solid Waste Collections Section. Monitor the overall program to ensure safety, service quality, cost effective and timely service delivery and legislative compliance. Results oriented and persistent in ensuring objectives are accomplished.

Monitor the operations of the Section, ensuring operations are in compliance with Provincial legislative requirements.

Develop work plans and policies for the Waste Collections Section, reporting on the Section's programs. Make recommendations to the Director and General Manager of project priorities, means of resourcing and related cost implications.

Participate and regularly act as spokesperson in discussions and presentations on relevant issues to Council, agencies, the public and the media. Attend various Committee/Council, technical, industry and public meetings as required.

Prepare or review, as required, recommendation, technical and performance reports arising out of this area of responsibility for presentation to Director, General Manager, Council, various committees or community groups of the City.

Job Desc. #2468

At a management level, oversee the contractual requirements and performance management related to the City's waste collection contractual activities.

Assist in the development and negotiation of contracts, operational policies, procedure, key performance indicators, programs and work plans assessing immediate and future system requirements.

Participate as a department representative on various corporate committees/teams as required.

Oversee the preparation of the annual capital and operating budget for the Section and monitor and control expenditures. Project expenditures and recommend changes where appropriate.

Interpret, apply and enforce the provisions of various by-laws such as, but not limited to, the Solid Waste Management By-law related to the functions of the Section and recommend changes where appropriate.

Empower and develop reporting staff to perform their work in an independent manner.

Interprets and ensures compliance with municipal and departmental policies and procedures such as Attendance Support Plan, Human Resources Policy and Procedures Manual, Procurement Policies and Procedures Manual, etc. and knowledge and understanding of other statutes, regulations and by-laws affecting the department/section.

Responsible for the performance management of full time and part time staff including motivation, supervision, interviewing, hiring, orientation, training, scheduling, disciplining, performance evaluations and confidential matters. Provide support and guidance for staff development as required.

Develops and clearly communicates operational and administrative expectations for staff.

Represent respective areas in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

Responds to complaints and inquiries in a timely and professional manner by investigating, evaluating and implementing solutions and/or prepare written correspondence and/or reports to citizens and members of Council.

Keeps abreast of amendments to legislation and trends in the profession.

Approve the purchase of materials and supplies within budget guidelines and within the approved authorized limits.

Ensure that all staff receives adequate and pertinent safety and technical training in order that work is performed in a safe and productive manner.

Conduct interviews with members of media when authorized or directed.

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.

Qualifications:

1. Must be able to demonstrate a level of expertise related to the duties described, normally acquired through a post secondary degree/diploma in a related discipline and five years' related and progressive experience.

Job Desc. #2468

2. Technical expertise and extensive experience with contract administration accountability.
3. Extensive knowledge of applicable theories, practices and trends in an operations environment, with an emphasis on solid waste collection and solid waste management.
4. Highly developed ability to articulate a vision to lead and inspire others.
5. Highly effective leadership, facilitation, communication, report writing, presentation, interpersonal and organizational skills.
6. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results oriented environment and in a predominantly unionized environment.
7. Experienced in designing and delivering customer focused programs and services.
8. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
9. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section.
10. Knowledge of collective bargaining process.
11. Experience working in a computerized environment. Working knowledge of computer software applications such as Word, Excel, Microsoft Outlook, and Microsoft Power Point.
12. Demonstrated ability to communicate effectively, both orally and in written form.
13. Must possess excellent public relations, report writing, presentation skills and demonstrate the ability to lead and participate on diverse teams.
14. Competent administrative and budgeting ability.
15. Understanding of Occupational Health & Safety Act as it relates to waste collection, downtown cleanliness and by-law enforcement activities.
16. Must possess a valid Class "G" Driver's License.
17. Must possess a personal vehicle for occasional use in performing the duties of the position