

## CITY OF HAMILTON

### **PUBLIC WORKS - HAMILTON WATER DIVISION – WATER DISTRIBUTION & WASTEWATER COLLECTION – LOCATION – 330 WENTWORTH ST. N.)**

#### **MANAGER, WATER DISTRIBUTION AND WASTEWATER COLLECTION**

##### **OVERVIEW**

Reporting to the Director, Water and Wastewater Operations, the Manager, Water Distribution and Wastewater Collection will assume lead accountability and responsibility for the Water Distribution and Wastewater Collection Section and delivery of the planning, implementation and ongoing operations and monitoring of water distribution and wastewater collection programs that meet the growing needs of the residents and businesses of the City of Hamilton.

Accountable for ensuring the water distribution and wastewater collection programs are 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 and Vision.

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.

##### **RESPONSIBILITIES**

You will assume lead accountability and responsibility for the Water Distribution and Wastewater Collection Section by developing plans and policies for the Section and the water distribution and wastewater collection programs. Monitor the overall water distribution and wastewater collection programs to ensure service quality, cost effective and timely service delivery and legislative compliance. Monitor the progress of major program initiatives.

The Manager is accountable to the Director, Water and Wastewater Operations for ensuring that water distribution and wastewater collection services are provided in accordance with City and Provincial guidelines with minimal disruption to clients and the public, and in the most effective and efficient manner.

##### **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 water distribution and wastewater collection activities. Results oriented and persistent in ensuring objectives are accomplished.

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

Participate and regularly act as spokesperson in discussions/presentations on water distribution and wastewater collection issues to Council, agencies, the public and the media. Attend various Committee/Council and public meetings as required.

## **Job Description 2470**

Prepare or review, as required, technical reports arising out of this area of responsibility for presentation to various committees of the City.

Prepare the annual draft capital and current budget for the Water Distribution and Wastewater Collection Section and monitor and control expenditures. Prepare and report on the Section's service, financial, and staff performance against established benchmarks. Project expenditures and recommend changes where appropriate.

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

Update senior management of continuing abnormal conditions, breakdowns, malfunctions or similar problems that may become evident from time to time.

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

Interpret, apply and enforce the provisions of various by-laws related to the functions of the Section and recommend changes where appropriate.

Using a "best practices" approach and a "customer service focus", manage the performance of the Section ensuring the effective and efficient use of resources to maintain uninterrupted operations.

Provide strategic leadership and performance accountability (e.g. performance evaluation, development plans, annual work plans) to subordinate staff, consultants and contractors to ensure delivery of technical support, scheduling, coordination, supervision and guidance.

Prepare and present reports as required, establishing and maintaining effective communication between senior management and subordinate staff, various public and private sector agencies, user groups, constituents, civic departments and other levels of government.

Act on behalf of the Director and represent the Divisional and Sectional programs on various initiatives, committees and liaison activities as required.

Lead the development and maintenance of Supply and Service Contracts to support operational programs and ensure effective operations.

Ensure compliance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Participate in labour relations matters by attending interview meetings and agreement negotiations as required.

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

### **QUALIFICATIONS**

1. Proven knowledge of the theories and practices of civil or environmental engineering, normally acquired by attaining a university degree or diploma in civil or environmental engineering or a relevant discipline or an equivalent combination of education and relevant work experience.
2. Previous extensive knowledge and experience in maintenance, construction and customer service programs related to water distribution and wastewater collection infrastructure.
3. Proven ability to work with a team of operations and management professionals from cross disciplines; directing both operational activities and projects.
4. Previous management experience gained through progressively more responsible positions preferably in a

municipal environment.

5. Considerable experience in the development of operational and capital budgets including planning, scheduling, prioritizing and monitoring.
6. Significant experience in the preparation of contract documents and technical reports, previous experience preparing reports to Council an asset.
7. MOECC Class IV Operator Certificate in Water Distribution - or willingness to achieve same.
8. MOECC Class IV Operator Certificate in Wastewater Collection - or willingness to achieve same.
9. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
10. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results oriented environment and in a predominantly unionized environment.
11. Experienced in designing and delivering customer focused programs and services.
12. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
13. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section, such as the Safe Drinking Water Act, the Environmental Protection Act, the Ontario Water Resources Act and the Clean Water Act.
14. Knowledge of collective bargaining process.
15. Working knowledge of computer software applications.
16. Demonstrated knowledge of the Occupational Health and Safety Act and applicable regulations as it relates to the position.

**NOTE:**

As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Record & Judicial Matters police check, at their own expense, prior to beginning work in this position.

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