

## CITY OF HAMILTON

**PUBLIC WORKS DEPARTMENT**  
**(OPERATIONS AND WASTE MANAGEMENT DIVISION, ENVIRONMENTAL SERVICES GROUP, PARKS & CEMETERIES SECTION - LOCATION - 77 JAMES STREET NORTH, SUITE 400)**

**MANAGER OF PARKS & CEMETERIES**

**SUMMARY OF DUTIES:**

Reporting to the Director of Environmental Services and responsible for the management accountability for the planning, delivery, and financial performance of operations and maintenance service programs provided to City owned parks, park facilities, open spaces, marinas and cemeteries. In addition the Manager will ensure the availability of adequate and appropriate resources required to deliver service programs to standard, through the use of safe practices, in accordance with applicable laws, regulations, policies, procedures and agreements.

**GENERAL DUTIES:**

Administer, co-ordinate and direct the ongoing operations and work activities within the section by delegating and assigning work to staff ensuring maximum utilization of human resources and monitoring and evaluating individual staff performance and providing support and guidance for staff development as required.

Provide strategic leadership in keeping with the Division's, Department's and Corporation's strategic plans.

Participate as a member of the Operations and Waste Management Team.

Responsible for co-ordinating and monitoring the sectional budget.

Responsible for the hiring, orientation, training, coaching, scheduling, disciplining and performance evaluations of staff.

Develop performance measures.

Participate in labour relations matters by maintaining close liaison with Human Resources.

Create and maintain Business Plans including program service levels for the Parks and Cemeteries Operations in alignment with corporate priorities, goals, objectives and service demands.

Ensure timely, effective, and efficient delivery of service programs in accordance with operating plans and program schedules in compliance with all applicable legislative requirements.

Establish and maintain standard operating plans, procedures and program schedules to ensure timely, effective, and efficient delivery of service programs, in compliance with all applicable legislative requirements.

Ensure effective and consistent service delivery relative to current policy and procedures, changing conditions, demands, and regulations.

Maintain current policy and procedures to ensure effective and consistent service delivery relative to changing conditions, demands, and regulations.

Maintain program quality assurance and financial performance using appropriate measures and systems.

Represent, report, promote and advocate for the sectional services mandate within established corporate processes, committees, working groups, and within the community at large.

Liaise/coordinate with other PW divisions and other divisions in the Corporation.

Ensure operational compliance with all applicable legislation, policy, contracts, agreements, regulations and guidelines.

Liaise with community organizations to cultivate, support, coordinate, and maximize the benefits of community involvement in the maintenance, operation, and use of City parks and cemeteries.

Act on behalf of the Director as delegated.

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

**QUALIFICATIONS:**

1. Sound knowledge of the duties listed above with progressive supervisory and management work experience in municipal Parks and Cemeteries operations. Requirement of a university degree in Landscape Architecture or a college diploma in Landscape Technology or equivalent
2. Membership in the Ontario Association of Landscape Architects (OALA) is desirable.
3. Progressive related work experience; or an equivalent combination of education and work experience. Cemeteries related work experience would be an asset.
4. Proven knowledge of best operational practices and theories together with a proven record in planning, designing and maintaining Parks and Cemeteries operations.
5. Considerable work experience directly working in Parks Management or equivalent.
6. Demonstrated ability to provide effective leadership to a large unionized workforce supported by a thorough understanding of "industry best management practices" and an appreciation of operating environments and issues affecting staff in program delivery.
7. Demonstrated commitment to achieve service excellence through "continuous improvement" initiatives such as technical innovation, process change, and staff training programs in addition to the ability to develop and support new and innovative business initiatives and partnerships.
8. Demonstrated competencies in the preparation and management of large scale operating and capital budgets affecting multiple service programs delivered through a combination of in house and contracted forces.
9. Experience in a computerized environment. Working knowledge of Microsoft Applications (Word, Excel, Outlook, and PowerPoint) and Hansen.
10. Demonstrated strong interpersonal and communications skills to support the development of effective relationships with staff, contractors, members of council, the media, community organizations and the general public.
11. Demonstrated understanding of applicable statutes, regulations and by-laws affecting the scope of the position.
12. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
13. Demonstrated knowledge of collective bargaining process and experience in effective application of collective agreements.