

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (OPERATIONS & WASTE MANAGEMENT DIVISION – ENVIRONMENTAL SERVICES – LOCATION – VARIOUS)

SUPERVISOR, CEMETERIES

SUMMARY OF DUTIES

Reporting to the Superintendent of Cemeteries and contributing to a dynamic team to plan, organize and supervise the daily operational functions of an assigned workforce. Responsible for the operation, maintenance and beautification of assigned cemeteries by providing technical cemetery-based knowledge on interments/disinterments, monument/marker installation new section layout and construction, turf maintenance etc., while providing *Sensational Customer Service* in a bereaved environment.. Required to perform as field sales representatives for the Cemetery by meeting with families, signing contracts and collecting fees. Required to ensure healthy, productive and safe environment for staff and general public.

GENERAL DUTIES

Plan, organize, direct and supervise all cemetery operations, whether performed by staff or contractors either internally or externally, through the effective and efficient use of all available resources; workforce, equipment and knowledge. Deliver quality services in a timely and cost-effective manner.

Provide technical knowledge and site evaluation necessary to instruct others in the beautification, maintenance and operations management of the cemeteries.

Supervise assigned cemeteries by providing technical knowledge on interment/removal services, foundations, monument/markers care, maintenance and installations, construction and layout of new sections, use and care of horticultural materials in public and perpetual care flower beds, plant and care for trees, turf restoration and maintenance, sanitation, cemetery roads and parking areas care and maintenance, snow removal.

Direct and supervise hired contractors and staff to provide effective projects implementation and cost control.

Plan, schedule and administer maintenance programs, i.e., herbicide and pesticide programs.

Interpret maps, technical drawings, specifications and standards to achieve desirable productivity and quality controls for construction and maintenance services such as, Cemetery By-laws, Cemetery Act, etc.

Represent respective areas in Labour Relations issues including participation in Labour/Management meetings, assisting in negotiations for Collective Agreement, negotiate grievance settlements, interview and appoint applicants to staff vacancies.

Research, recommend and implement new procedures and strategies for conducting business, for example, benchmarking, best practices, health and safety training, etc.

Recommend and develop new work procedures and technological change to improve work efficiencies.

Determine and co-ordinate the daily work programs by planning, organizing and scheduling of work activities and equipment for employees, including students, hired equipment and contractors to maximize effectiveness of operations.

Provide consistent performance management for subordinate staff and contractors, including motivation, supervision, interviewing, hiring, disciplining, guidance and counsel, attendance management and confidential personnel matters.

Interpret and ensure compliance with municipal and departmental policies and procedures such as Attendance Management and various specific By-Laws.

Interpret and ensure compliance with the Cemetery Act, Occupational Health and Safety Act, W.H.M.I.S., various Provincial/Federal Acts and Union Agreements.

Participate in the evolution of performance standards, training requirements and work procedures.

Identify and rationalize a list of specific projects relative to the area of responsibility through proper investigation, cost estimating and the setting of priorities.

Investigate, evaluate and implement solutions and prepare written reports to citizen and councillor's complaints and requests.

Document the activities of the work unit through completion of reports, time cards, absentee forms, vacation scheduling, daily diary entry of activities, work schedules and programs as well as the operation of computers and control of inventory.

Provide administration and effective cost control of the allocated current and capital budget through utilization of performance standards, specifications, work programs and procedures, monitoring of cost control reports and statistical data.

Investigate accidents, claims, dangerous conditions and complaints that involve City employees, personal injury accidents and public/private property damage.

Provide consistent performance management for subordinate staff and contractors including: motivation supervision, interviewing, hiring, disciplining, guidance and counsel, attend to management and confidential personnel matters.

Interpret and ensure compliance with municipal and departmental policies and procedures, occupational health and safety, WHIMIS, union agreements.

Liaise with funeral homes, monument dealers, suppliers and other public and special event organizers including Veterans (to help in site preparation for parade and ceremonies).

Provide technical knowledge on equipment and routine maintenance on a broad range of specialized equipment including backhoes, graders, front end loaders, compactors, generators, trimmers, fertilizer spreaders, mowers (push and self-propelled), utility vehicles, snow blowers and plows and tillers, chain and skill saws.

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensure that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Work 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.

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

QUALIFICATIONS

1. Progressive experience in the cemeteries environment with knowledge of Cemeteries Acts, legislation, bylaws, policies & procedures normally acquired by a combination of education and/or extensive work experience in cemeteries maintenance.
2. Demonstrated experience to develop, direct and implement the delivery of cemeteries maintenance services by making use of significant management and solid leadership skills complemented by a resourceful and results-oriented attitude.
3. Must possess excellent organizational and time management skills including the ability to coordinate staffing requirements for regular, emergency and special services with demonstrated knowledge of the Occupational Health & Safety Act and applicable regulations as it relates to the position.
4. Must possess excellent leadership, communication, presentation, report-writing and inter-personal skills in order to coordinate, develop, supervise and support staff, consultants and contractors.
5. Must be a results-oriented individual with a commitment to customer service and team building.
6. Must possess effective writing and verbal communication skills to interact effectively in a sensitive and bereaved cemetery environment that includes multi-racial, multi-ethnic, multi-lingual and multi-religious families.
7. Must possess strong computer skills with particular emphasis on knowledge of MS Office,(Word and Excel). Demonstrated ability to work in cemetery-based software programs would be an asset.
8. Must possess a valid Class "DZ" Driver's Licence.