

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (OPERATIONS DEPARTMENT – ROAD OPERATIONS & MAINTENANCE – LOCATION – VARIOUS)

DISTRICT SUPERVISOR, ROADS - CUPE 1041

POSITION SUMMARY:

Reporting to an Operations Superintendent, the District Supervisor provides leadership and daily supervision to their assigned workforce within a geographic district. The incumbent is accountable for the safe delivery quality, quantity and efficiency of diverse maintenance activities ensuring public access to roads, sidewalks and related infrastructures, in compliance with applicable legislation, regulations, policy, standards, etc. The incumbent will embody and promote the City's desired culture, mission, vision and values and contribute to the fulfillment of City and department policies, procedures and strategic plans. The range of services and activities for which the Operations District Supervisor is responsible include:

- Winter Control (snow fencing, winter patrol, anti/de-icing, snow plowing & snow removal)
- Pavement and Sidewalk Maintenance and Repair (MMS compliance, sweeping,)
- Roadway Structures Maintenance (guide rail, retaining walls, fences,
- Storm Water Management Facility Maintenance (ponds, roadside ditches/culverts, catch basins, creeks)
- Roadway Aesthetics (roadside and boulevard mowing, litter control, leaf collection, adopt a road program)
- Emergency Road Response & Road Closures

DUTIES:

- Develops Self and Others:
 - Manages staff performance consistently and effectively through motivation, coaching, supervision, developing and promoting the best people, discipline, attendance management and ensuring personnel matters are kept confidential, in accordance with policy and collective bargaining agreements.
 - Sets and communicates staff performance expectations; observes performance of each employee under their supervision throughout the year; identifies performance issues/problems; monitors and implements formal performance improvement plan and; completes performance appraisals annually to assess staff competence, tasks and behaviours against expectations.
 - Ensures that staff are fully job competent, possessing the required qualifications, knowledge, and skill sets and are readily equipped with appropriate tools to perform their jobs effectively
 - Encourages and supports the development of others by sharing own expertise and knowledge.
 - Recommends external training opportunities to close competency gaps, register staff for internal learning interventions that align with job duties and requests internal learning interventions to close competence gaps in ward.
 - Hears, manages and responds to Step 1 of grievance process and attends Step 2, GMO and arbitration PRN.
 - Addresses Human Rights complaints at the first level.
 - Provides operational insight into the selection process, in order to hire the best staff.
 - Recognizes employees for good performance in a way that motivates them, while optimizing the use of City recognition programs.
 - Orients and instructs staff so that they can perform to standard.
 - Actively learns and takes responsibility for own behaviour and career development. (i.e. learns from successes and mistakes and acts on feedback by making changes to improve performance; asks for help when needed and draws on the expertise and knowledge of others; asks for help when needed and draws on the expertise and knowledge of others; Keeps up-to-date with changes in relevant practices/ policies/ procedures/ legislation)
- Achieves Results:
 - Researches and compiles current and future program needs and resources (e.g. health and safety considerations, budget, staff, equipment) required to address them.

- Executes sequential daily, weekly, monthly and seasonal work plans by planning, organizing, scheduling, acquiring and assigning resources within spending limits; coordinates and monitors plans to achieve program & service delivery objectives within the ward.
- Ensures service and activity compliance with applicable regulations, policies (e.g. Occupational Health and Safety, MMS, employment, etc.) by-laws, standards, specifications and procedures.
- Participates in pre-construction meetings; provides input to specifications; contacts Contractor's key point of contact to commence planned or unplanned work; schedules, inspects and monitors for specification compliance; completes Contractor work order documentation accurately for authorization; supervises and inspects work of Contractor's staff; escalates performance or non-compliance issues with Supervisor of Contractor's staff, then Superintendent if persistent.
- Coordinates stakeholders to complete work (i.e. Police, Traffic, Forestry, Transit, By-Law Enforcement, Ministry of Natural Resources, Ministry of Environment and the Ministry of Labour).
- Accounts for workforce productivity through completion of reports, time cards, absentee forms, vacation scheduling, and daily diary entry of activities, work schedules and programs as well as the operation of computers.
- Teamwork:
 - Establishes and maintains an effective network of communication between senior management and own staff, various public and private sector agencies, constituents and numerous civic and city departments.
 - Keeps colleagues and team members informed and up-to-date about what is happening in the group.
 - Participates in cross-functional and cross-program initiatives for greater efficiency.
 - Gives and receives constructive feedback to teammates.
 - Solicits teammate ideas and opinions, to make required decisions or plans.
 - Keeps Superintendent apprised of what they need to be involved in. Refers anything that is outside precedent or area of responsibility and accountability to Superintendent.
- Adaptability to Change:
 - Supports a workplace culture of continuous improvement through employee engagement, participation and teamwork.
 - Is open to new approaches and ideas; responds positively to change; and adapts quickly to new situations.
 - Suggests improvements to work processes and practices.
 - Tracks challenges with policy and recommends changes.
 - Keeps Supt., staff and peers fully informed of changes.
 - Learns and influences individual reactions to change to increase adoption.
- Customer Focus:
 - Ensures that program inquiries and complaints are appropriately heard and thoroughly investigated, addressed and communicated professionally, and in accordance with corporate customer service guidelines, policy and spending limits.
 - Escalates requests and issues to Superintendent, if requests cannot be addressed within policy or budget or appropriate response is unknown.
 - Acts on feedback and makes concrete attempts to make improvements for the customer.
 - Documents, monitors, tracks and communicates issues and their resolution to all stakeholders.
- Financial Effectiveness:
 - Demonstrates an understanding of value for money and uses time, money and other resources appropriately.
 - Identifies and communicates opportunities to reduce waste/save money.
 - Complies with corporate financial policies and procedures.
- Effective Communication:
 - Establishes and maintains an effective network of communication between Superintendent and staff, various public and private sector agencies, constituents and civic departments.
 - Communicates in a manner that builds confidence in the Department's services and reduces potential liability
(i.e. accurate, timely, respectful, sensitively, confidentially and easy to understand regardless of medium)

- used)
 - Engages staff by listening actively, openly and objectively without interrupting; paraphrasing information to check understanding before drawing conclusions; probes to understand unexpressed or poorly expressed thoughts, concerns or feelings; and reads body language, and other non-verbal cues accurately. Uses that understanding to structure and give an appropriate response.
 - Plans and facilitates staff meetings and on occasion, presentations.
- Health, Safety and Wellness:
 - Investigates scenes of motor accidents by taking photos and ensuring accidents didn't occur due to roads or sidewalk issues.
 - Ensures that employees are provided with and use all required personal protective equipment and work in accordance with applicable Health and Safety legislation, City and departmental policies and procedures.
 - Reports unsafe situations and offers input to improve health and safety.
 - Embraces healthy, active living and helps create a healthy workplace that supports the physical, mental and social well-being of self and staff.
 - Completes and actively participates in health and safety training.
 - Participates in the Internal Responsibility System by supporting the joint health and safety committee.
- Organizational Commitment:
 - Aligns with and contributes to the fulfillment of the mission, vision, values, standards of conduct, strategic plan, policies and procedures of the City and department.
 - Stays informed and aware of issues facing Council and the City of Hamilton as an organization.
 - Models solid leadership and demonstrates pride and dedication in being part of the organization.
 - Acts as an ambassador for the City of Hamilton and uses talents to support the City's work.

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

REQUIRED QUALIFICATIONS

1. Demonstrated ability to focus personal and team efforts and resources on achieving results consistent with the organization's objectives mission, vision, values and integrity.
2. Evidence of ability to plan, acquire, organize, direct, control and measure use of resources to achieve results efficiently.
3. Demonstrated ability to adjust own behaviours to work efficiently and effectively in light of new information, changing situations and/or different environments and supports and coaches others throughout the transition of change.
4. Demonstrated ability to identify and respond to current and future needs of internal and external customers or stakeholders; providing service excellence.
5. Strong ability to collaborative with others to achieve common goals and positive results.
6. Cooperates, supports colleagues, is a good team player and does his or her share of the work.
7. Strong ability to clearly, professionally and respectfully convey and receive messages to meet the needs of others, either with individuals or groups.
8. Solid evidence of fostering the development of self and others by providing a supportive environment for enhanced performance and professional growth. Leading of people includes but is not limited to; participating in recruitment and selection of staff; performance management; labour relations; and human rights compliance issue resolution.
9. A valid Class "G" Driver's licence with a clear driving record and clear police check.
10. Demonstrated competence using MS Office software.

ASSETS:

1. Financial analysis and budgeting skills.
2. Progressive experience in the road maintenance field, normally acquired by a combination of education (i.e. OGRA, or equivalent) and progressive supervisory experience in road maintenance.
3. Experience in managing roads technology and equipment.
4. General knowledge of applicable regulations (e.g. Health and Safety) as they relate to the position.

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5. Supplementary education such as CRS Designation or successful completion of related courses stipulated within the minimum requirements of the CRS Designation (under the Ontario Good Roads Association).
6. DZ licence.
7. Experience in managing grievances and interpreting collective agreements.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.