

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT **(ENVIRONMENT & SUSTAINABLE INFRASTRUCTURE DIVISION – SERVICE COORDINATION - LOCATION – 330 WENTWORTH STREET NORTH)**

SUPERINTENDENT – SERVICE CO-ORDINATION

SUMMARY OF DUTIES

Reports directly to the Manager of Customer Service and Community Outreach.

Is accountable and responsible for the Water Meter Operations Group, the Customer Service Group and the Water/Wastewater Dispatch Group. These groups provide services which include: water meter installations, replacements, testing and calibrations, Water Distribution and Wastewater Collection Operator dispatch services, administration and co-ordination of a unionized work force.

Is accountable and responsible for the administration of several water and wastewater related programs such as the Backflow Prevention Program, and the Protective Plumbing Program,

Is accountable to ensure that the programs are provided in accordance with City and Provincial guidelines with minimal disruption to the public and are operating in the most effective and efficient manner consistent with the City of Hamilton's By-laws, Mission, Vision and Strategic Plan.

Prepares and reports on the Group's services, financial, administrative, quality and staff performance against established benchmarks. Implements strategies to improve effectiveness and efficiency. Sets and monitors departmental standards. Leads by example and functions as a mentor to subordinate staff.

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

Possesses a high level of personal integrity and is an excellent communicator.

RESPONSIBILITIES

Assumes lead accountability and responsibility for the Water Meter Operations Group, Customer Service Group and Water/Wastewater Dispatch Group by developing plans and policies for the group. Monitors the overall programs to ensure service quality, cost effective and timely service delivery and legislative compliance. Is also responsible to monitor the progress of major program initiatives as required.

The Superintendent is accountable to the Manager for ensuring that services are provided in accordance with City and Provincial guidelines and by-laws, with minimal disruption to clients and the public, and in the most effective and efficient manner.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Provides leadership and direction to staff within the group. Promotes teamwork and integration between internal and external parties participating in cross functional and cross program initiatives.

Develops programs and procedures for Water Meter Operations Group, the Customer Service Group and the Water/Wastewater Dispatch Group. Is results oriented and persistent in ensuring objectives are accomplished.

Monitors the operations of the group to ensure operational compliance with legislative requirements and consistency with the City of Hamilton Mission, Vision and Strategic Plan.

Participates as required in discussions and presentations on relevant issues to Council, agencies, and the public. Attends various Committee/Council and public meetings as required.

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

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

Prepares the annual draft current budget for the group and monitors and controls expenditures. Projects expenditures and recommends changes where appropriate.

Interprets, applies and enforces the provisions of various by-laws related to the functions of the group and recommends changes where appropriate.

Empowers and develops reporting staff to perform their work in an independent manner.

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

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.

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

QUALIFICATIONS

1. Proven knowledge of the theories and practices of engineering technology usually acquired by obtaining a diploma in a three year Community College Engineering Technologist program, or a combination of related education and relevant work experience.
2. Must be able to demonstrate relevant experience gained through progressively responsible positions in the area of service delivery, preferably in a municipal environment.
3. Demonstrated ability to lead, motivate, coach and coordinate related activities of staff and contracted professionals.
4. Previous financial experience preparing and monitoring operational budgets.
5. Demonstrated experience working in an operations environment, preferable in water meter maintenance management.
6. Demonstrated effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
7. Demonstrated ability to effectively manage a multi-disciplinary staff in a results oriented environment and in a predominantly unionized setting.
8. Experienced in designing and delivering customer focused programs and services.
9. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.

10. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section (such as OHSA, SWSSA, SDWA, etc.).
11. Knowledge of collective bargaining processes.
12. Demonstrated ability to use and experience using relevant computer software applications (such as databases and GIS applications).
13. Must possess a valid Class "G" Driver's Licence.

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