

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (OPERATIONS DIVISION – WASTE COLLECTIONS – 1579 BURLINGTON STREET EAST)

SUPERINTENDENT OF COLLECTION OPERATIONS

SUMMARY OF DUTIES

Reporting to the Manager of Waste Collection. The Superintendent of Collection Operations will be an integral part of the Waste Management Collection Section. Responsible for developing, planning, organizing, controlling, coordinating and supervising and providing leadership for the day to day operations of the City's and contracted waste collection forces.

GENERAL DUTIES

Interprets and ensures compliance with municipal and departmental policies and procedures such as Attendance Support and Management Plan, Human Resources Policy and Procedures Manual, Purchasing Policies and Procedures Manual, etc. and knowledge and understanding of other statutes, regulations and by-laws affecting the department/section.

Interprets and ensures compliance with the Occupational Health and Safety Act, W.H.M.I.S., applicable provincial/federal Acts/Standards and Union Agreements.

Develops, implements and evaluates area work plans, reporting on the Section's programs, conducts financial and staff performance analysis against internal and external benchmarks. Designs and implements strategies to improve the effectiveness and efficiency of the Sections operation so as to better meet community needs based on research, demographics and trends.

Directs staff members, contractors, and consultants engaged in the operation to ensure standards and environmental policies, objectives and targets are followed.

Directs, controls, co-ordinates and monitors the system to ensure maximum efficiency and use of public resources.

Assists in the development and negotiation of contracts, operational policies, procedures, performance indicators, programs and work plans assessing immediate and future system requirements.

Develops and implements corrective and preventative plans when non-conformance and deficiencies occur. Also develops and implements enhancement plans for efficiency improvements to collection operations.

Aids in the interpretation of contract development and compliance, legislation, policies and procedure regulations, etc., and checks for adherence to standards of quality of the work.

Responsible for the co-ordination, preparation and monitoring of annual operating and capital budget for area of responsibility.

Provides administration and effective cost control of the allocated current and capital budget through utilization of performance standards, specifications, work program and procedures, monitoring of cost control reports (i.e. monthly Budget Variance Reports, Salary and Wage Book and statistical data).

Responsible for the performance management of full time and part-time staff including motivation, supervision, interviewing, hiring, orientation, training, scheduling, disciplining, performance evaluations and confidential matters.

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

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

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

Provides input on the development and evolution of performance standards ensuring identified outcomes are met.

Ensures staff perform efficiently and in harmony so as to provide a high level of service at reasonable cost.

Plans, supervises and co-ordinates daily activities by delegating and assigning work to both full-time and part-time staff ensuring maximum utilization of human resources. Provides support and guidance for staff development as required.

Develops and clearly communicates operational and administrative expectations for staff.

Represents respective areas in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

Responds to complaints and inquiries in a timely and professional manner by investigating, evaluating and implementing solutions and/or prepare written correspondence and/or reports to citizens and members of Council.

Keeps abreast of amendments to legislation and trends in the profession.

Liaises with appropriate staff to provide technical details with respect to facilities and fleet requirements.

Approves the purchase of materials and supplies within budget guidelines and within the approved authorized limits.

Establishes and maintains an effective network of communication between senior management and subordinate staff, various public/private sector agencies, user groups, constituents, city departments and other levels of government.

Ensures that all staff receives adequate and pertinent safety and technical training in order that work is performed in a safe and productive manner.

Conducts interviews with members of media when directed.

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

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.

QUALIFICATIONS

1. Comprehensive experience in the planning, scheduling and implementation of and delivery of municipal public work services.
2. Considerable experience in a municipal environment, with extensive knowledge of applicable theories, practices and methodologies in managing a unionized work force.
3. Successful completion of a municipal solid waste certification program would be considered an asset.
4. University Degree or Community College Diploma in an engineering or business management related field or associated discipline an asset.
5. Demonstrated ability to communicate effectively, both orally and in written form.
6. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and general public.
7. Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, interpersonal and organizational skills, empowerment and staff development, and is results orientated.
8. Must possess excellent public relations, report writing, presentation skills and demonstrate the ability to lead and participate on diverse teams.
9. Demonstrated excellent supervisory skills.
10. Experience in designing and delivering customer focused programs and services.
11. Competent administrative and budgeting ability.
12. Knowledge of collective bargaining process.
13. Experience in a computerized environment.
14. Must possess a valid Class "G" driver's Licence.