

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(TRANSIT – TRANSIT FLEET MAINTENANCE – LOCATION – 2200 UPPER JAMES ST.)

SUPERINTENDENT TRANSIT VEHICLE MAINTENANCE

OVERVIEW

Reporting to the Manager of Transit Fleet Maintenance, provides supervision to subordinate staff and a multi-functional workforce, in a service-oriented environment.

Supporting the five pillars of corporate culture you will be responsible for all aspects of the City's Transit Fleet Section's vehicle and equipment maintenance, repair and operations.

Provide direction and technical support to the Manager and lead the supervisory staff and multi-functional workforce in providing multiple user or client groups with variable priorities for preventative maintenance, demand maintenance and repair services.

Promote a customer service oriented and team work culture and focus within the Transit Maintenance section and maintain positive relationships with customers or client groups.

Using a best practices approach to develop and deliver quality service in a timely and cost-effective manner is accountable for establishing and achieving Sectional and Departmental goals and objectives through the effective and efficient use of all resources,

Establish report and evaluate on the section's key performance indicators (KPI's), including productivity, quality of service and staff performance against internal and external benchmarks. Design and implement procedures to improve effectiveness and efficiency.

Possess a demonstrated record of strong effective guidance, sensational customer service, and innovation, creativity and team advocacy.

Possess a high level of personal integrity, be an excellent communicator as well as results oriented.

Maintain and foster strong relationships with local and provincial fleet organizations and other government agencies.

Accountable for achieving the Division's goal of delivering quality services in a timely and cost-effective manner through the effective and efficient use of staff and material resources.

All other duties as assigned to ensure business continuity.

RESPONSIBILITIES

You will assume lead responsibility and accountability for the supervision, planning and control of shops/functions to meet the needs of a multi-disciplinary internal customer base in the City of Hamilton.

The position is accountable to the Manager of Transit Fleet Maintenance for ensuring that fleet services are provided in accordance with the City and Provincial guidelines, and within the collective bargaining agreement with minimal disruption to the clients and the public and be in the most effective and efficient manner consistent with the City of Hamilton mission and vision guidelines.

Job Description #: 2676

Assume lead accountability and responsibility for the provision of clean, safe and mechanically reliable vehicles and equipment in accordance with use requirements and direction.

Manage the efficient and effective performance of outside service contractors.

Responsible for fleet related procurement following City corporate procurement policy.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Supervision of foremen, technicians, mechanics and other maintenance workers to carry out preventative maintenance, repair and service of vehicles and equipment.

Work planning, scheduling and coordination within a multi-shop/function garage.
Participates in the strategic business planning of the Transit Fleet section.

Oversee garage support functions as assigned; such as Inventory Stores, Security, c etc., as required.

Participate in the preparation of budgets, reports, specifications, estimates, etc.

Plan, analyze and make suggestions for improvements to safety, quality, efficiency, effectiveness and cost of maintenance functions.

Authorize over time, shift changes, temporary pay rate changes, absence requests, etc.

Conduct or participate in hiring/promotion interviews, attendance management interviews, performance improvements, performance evaluations, grievances and discipline as assigned.

Provide confidential input to Council reports, collective bargaining and personnel issues.

Ensure compliance with City policies, procedures, rules, regulations and safe working practices. Ensure compliance with all MTO guidelines as it relates to safety requirements for all Transit vehicles.

Develop and maintain work place policies, procedures and work methods, to maintain high quality standards in a safe, healthy, productive and competitive work place.

Monitor and control expenses to meet customer expectations and budget limits, monitor budget expenditures, cost of service delivery and approve expenditures.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to safely and effectively perform their 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.

Provide technical direction to subordinate staff and skilled trades.

QUALIFICATIONS

1. At the time of application, must possess a current and valid 310T Truck and Coach Licence.
2. Proven experience in transit/fleet maintenance/management normally acquired by obtaining a Degree or College Diploma or equivalent progressive experience or an equivalent combination of education and relevant work experience.
3. Original Equipment (OE) trained Service Manager and/or Original Equipment Manufacturer(OEM) certificate in general business education considered an asset.

Job Description #: 2676

4. Experience in a supervisory position and progressive experience with a transit/fleet service organization in a unionized environment an asset.
5. Possess a demonstrated record of strong supervisory leadership, guidance, customer focus, innovation, team advocacy, staff delegation, empowerment and staff development.
6. Direct knowledge and understanding of manufacturer's service requirements for a diverse variety of fleet vehicles and equipment.
7. Knowledge and understanding of the Occupational Health and Safety Act/Regulations for Industrial Establishments. Motor Vehicle Safety Standards and fleet management practices.
8. Knowledge of the Highway Traffic Act and the Commercial Vehicle Operator's Registration program
9. Demonstrated ability and willingness to motivate and lead employees in a unionized environment to increase productivity and throughout.
10. Excellent knowledge, technical expertise and understanding of the application of computerized maintenance management systems
11. Ability to report on/support Key Performance Indicators (KPI's) of the business.
12. Ability to communicate effectively with all levels of the organization and external suppliers.
13. Demonstrated experience in fleet management practices and procedures, leadership and management skills.
14. Knowledge and understanding of the Workplace Hazardous Materials Information System legislation, Occupational Health and Safety Act, regulations for Industrial Establishments, Human Rights Code, Motor Vehicle Safety Standards, Fleet Services policy/procedures and Collective Agreements.
15. Must maintain a valid Class CZ, or better, Ontario Driver's Licence (training provided).
16. Ability and willingness to motivate and lead employees in a unionized environment to increase productivity and throughout.
17. Ability to act independently as the supervisor on duty while adhering to the goals, objectives, policies and rules of the organization.
18. Must be able to work shift work as required.

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

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.