

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT **TRANSPORTATION OPERATIONS AND MAINTENANCE DIVISION – TRANSPORTATION OPERATIONS**

MANAGER OF TRANSPORTATION OPERATIONS

SUMMARY OF DUTIES

Reports to the Director, Transportation Operations and Maintenance, the Manager will provide strategic leadership to subordinate staff, in a large multi-functional work group engaged in the delivery of services to the public, internal clients and external customers. Recommends policy and improvement strategies in the delivery of services to meet mandated goals and objectives.

Be accountable for establishing and achieving departmental goals and objectives through the effective and efficient use of financial and staff resources. Using a "best practices" approach, develop and deliver quality services in a timely and cost effective manner. Implement strategies to improve effectiveness and efficiency. Instill a customer service focus in the Section.

Evaluates, prepares and reports on the Section's, financial, administrative and staff performance against internal and external benchmarks. Set above average standards and lead by example. Function as a coach to subordinate staff.

Utilizes a demonstrated record of strong leadership and guidance, technical competence, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development, and be results orientated.

RESPONSIBILITIES

Responsible for leading and managing the city's Transportation Operations Centre. The portfolio includes the design of a safe, integrated and convenient transportation network, including traffic signals, streetlights and signage, sign manufacturing and installation, pavement markings, roadway safety and traffic support services with an emphasis on maintaining and operating an accessible pedestrian, bicycle and transportation network to reduce congestion. Assumes accountability and responsibility for all aspects of the Transportation Operations Section and delivery of Transportation Operations programs and services and meet the needs of internal clients and the growing needs of the residents and businesses of the City of Hamilton.

Accountable to the Director for ensuring transportation operations are to better serve the mobility needs of the residents and businesses of the City of Hamilton in accordance with City and Provincial guidelines, in the most effective and efficient method possible, and in a manner consistent with the City of Hamilton Mission and Vision.

GENERAL DUTIES

Provides traffic operations programs and services in compliance with Federal, Provincial and Municipal statutes, legislation and guidelines and best operational and engineering practices.

Participates in strategic planning and direction of the Transportation Operations and Maintenance Division of Public Works as a manager of one of the Sections.

Builds and encourages staff commitment to strive for a consistently high level of performance in all areas of service delivery recognizing the underlying values of the department and City. Provide leadership and coaching through consultation with an effective sectional management team.

Promotes teamwork and integration between units within the Section and with other parties participating in cross-functional and cross program initiatives.

Designs implementation plans to introduce new policies, procedures, standards, etc. to subordinates within the section and monitor outcome.

Develops and empowers staff through delegation of responsibilities and accountabilities, through regular feedback, and by providing development opportunities and technical direction.

Manages the operations and projects within the Section to ensure safety, service quality, cost-effective and timely delivery of services, and environmental and legislative compliance.

Develops, manages, forecasts and monitors financial budgets and inventory of the section

Prepares and presents reports to the Director, General Manager, and Senior Management Team and to Council and Committees.

Assists and participates in the development and preparation of the capital budgets for the Division in accordance with established corporate and divisional procedures. Recommend future budget appropriations.

Attends public meetings to present the city's position/actions to the public, media and outside government bodies.

May be delegated to act as a spokesman on behalf of the Director on transportation operations related matters. Responds to issues and queries raised by Council at the request of the Director or General Manager.

Ensures compliance with Provincial and Federal statutes and regulations, municipal by-laws and policies and ensure environmental compliance.

Assists the Director in responding to various corporate, community, provincial or federal proposals for service initiatives, changes or enhancements.

Acts on behalf of Director in his/her absence on departmental management team or other assignments as delegated.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with the provisions of 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 such other duties as may be assigned, which are directly related to the normal job function.

QUALIFICATIONS

1. Post-secondary education in Civil Engineering or Transportation Engineering or an equivalent combination of education and experience. Proven experience and knowledge in transportation operations and engineering theories and best practices. Designation as a P. Eng. with the Professional Engineers of Ontario, or as Certified Engineering Technologist (C.E.T.) with related progressive management experience.
2. Certification as Professional Traffic Operations Engineer (PTOE) and/or Road Safety Professional (RSP) would be an asset.
3. Considerable management experience with an emphasis on continuous improvement and development of team members to promote and support a high performing team.

4. Excellent analytical and problem solving skills, oral/written communication skills.
5. Ability to foster an organizational culture that emphasizes innovation, collaboration, transparency, accountability and trust while promoting a strong code of ethics and integrity to support public service excellence.
6. Considerable experience in a project management leadership role delivering projects, activities and assignments from inception through to implementation with minimal direction while balancing political, community and other stakeholder interests.
7. Must be a competent or qualified person for the approval of traffic signal designs in accordance with the Ontario Traffic Manual Book 11 and 12 and other applicable guidelines.
8. Experience and knowledge of traffic signals and traffic signal systems, street lighting, sign manufacturing and installation, pavement marking operations and manufacturing, installation and maintenance practices relevant to the work of the section.
9. Proven experience in managing large contracts and projects, including reviewing, approving and implementing work plans and project budgets.
10. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
11. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results oriented environment and in a predominantly unionized environment.
12. Effective decision-making, negotiation, planning, project management skills
13. Demonstrated financial management skills, developing, implementing and monitoring section budgets, inventory and capital projects
14. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
15. Knowledge of Ontario Highway Traffic Act, Ontario Traffic Manual, and familiarity with Ontario Statutes, municipal legislations including the Occupational Health and Safety Act, Collective Agreements and City of Hamilton policies.
16. Working knowledge of computer software applications.
17. Valid Ontario 'G' class drivers licence and have access to a personal vehicle.

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

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