

## **CITY OF HAMILTON**

**PUBLIC WORKS DEPARTMENT**  
**(TRANSPORTATION, ENERGY AND FACILITIES DIVISION – ENERGY, FLEET, FACILITIES AND TRAFFIC SECTION – LOCATION – 1375 UPPER OTTAWA STREET)**

**TRAFFIC OPERATIONS CO-ORDINATOR – CUPE 1041**

**SUMMARY OF DUTIES**

Reporting to the Superintendent of Traffic Business Services & Strategic Planning, the Traffic Operations Co-ordinator is an integral part of the Traffic team. This highly motivated individual provides leadership to a work group engaged in the delivery of internal services to the Traffic Operations Section, the public, internal clients and external customers. The successful applicant:

Is accountable for achieving departmental goals and objectives through the effective and efficient use of financial and staff resources; uses a "best practices" approach to develop and deliver quality services in a timely and cost effective manner; recommends and implements strategies to improve effectiveness and efficiency; instils a customer service focus in all activities within scope of responsibilities.

Recommends policy and improvement strategies in the delivery of services to meet mandated goals and objectives and evaluates financial, administrative and staff performance against internal and external benchmarks.

Sets above average standards and leads by example. Functions as a coach to subordinate staff.

Possesses a demonstrated record of leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development and is results oriented.

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

**GENERAL DUTIES**

Assumes responsibility for administrative functions within the Traffic Operations Section, including day-to-day management of programs and employees engaged in Sectional MMS and Hansen operations, including data input and analysis, Inventory Management, Materials Specifications, materials procurement, stocking and disbursement, and customer and clerical services. These administrative programs are vital to support the Traffic Operations Centre in providing cost effective field services to the City of Hamilton.

Ensures administrative services are provided to Traffic Field Operations, 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's Mission and Vision.

Co-ordinates the administrative functions within the group to ensure safety, service quality, cost effective and timely delivery of services.

Co-ordinates and project manages various Traffic programs and projects such as the Municipal House Numbering program, the Traffic Graffiti abatement program.

Co-ordinates and manages the Customer Service functions of Traffic Operations.

Co-ordinates and manages the MMS and Hansen systems and function for the Traffic Operations Section, including providing reports, financial analysis, assisting with Operations budget preparation and budget reviews.

Co-ordinates and manages the Traffic Section Inventory Management System and functions, including PeopleSoft co-ordination, co-ordination of materials specification, purchasing, tendering, procurement, stocking and disbursement.

Co-ordinates and manages sectional Clerical and Administrative staff and functions of the Traffic Operations Centre.

Acts as Sectional ITS key user.

Acts as Sectional Management Chairperson for the Traffic Joint Health and Safety Committee.

Co-ordinates and manages staff training for the section.

Co-ordinates and manages Traffic Operations building modifications and repairs.

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 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 experience and knowledge in business operations, inventory management, and manufacturing theories practices and trends, normally acquired by obtaining a College Diploma in Business Administration, Business Accounting or a relevant discipline with related supervisory experience or a combination of equivalent education and relevant work experience.
2. Proven experience and knowledge in inventory management, inventory processes and controls, technical specification preparation, and purchasing preferably in a municipal environment.
3. Proven experience and knowledge in the use and operation of Hansen or equivalent maintenance management Software.
4. Proven experience and knowledge in providing quality customer service.
5. Proven experience and knowledge in project management.
6. Superior knowledge of the Occupational Health and Safety Act and Regulations.
7. Formal management/supervisory training or experience.
8. Knowledge and understanding of the use of the "business case" in making management decisions.
9. Effective leadership, facilitation, communication, interpersonal and organizational skills.
10. Demonstrated ability to effectively manage staff in a results oriented environment and in a predominantly unionized environment.
11. Ability to deal effectively with management, peers, staff, suppliers, internal and external clients, and the general public.

12. Thorough knowledge and understanding of corporate policies affecting the department/section.
13. Thorough knowledge of computer software applications.
14. Valid Ontario Class "G" drivers' licence.

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