

## **CITY OF HAMILTON**

### **PUBLIC WORKS DEPARTMENT**

### **(ENVIRONMENTAL SERVICES DIVISION – WASTE COLLECTION SECTION)**

### **PROJECT MANAGER, CONTRACT OPERATIONS - CUPE 1041**

#### **SUMMARY OF DUTIES**

Reporting to the Manager of Waste Collections, the Project Manager, Contract Operations is responsible for administrating all aspects of contract support services associated with the development, coordination, administration, inspection, renewal, and maintenance of waste collection contracts.

Accountable for ensuring that contracted activity within the Waste Collection section is delivered in accordance with City and Provincial guidelines 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. Implements strategies to improve effectiveness and efficiency.

#### **GENERAL DUTIES**

Oversees in its entirety the contractual obligation of the City's waste collection service contract by supervising and monitoring to ensure the program operates efficiently without interruption.

Direct staff, contractors and consultants engaged in the operation, inspection, renewal and maintenance of the contracts to ensure compliance with municipal by-laws and policies, as well as Ministry of the Environment, Conservation and Parks Environmental Compliance Approval standards and environmental policies, objectives and targets.

Recommends procedures; maintains control and monitoring of projects to ensure projects are completed within the required schedule, within the approved budget and spending authority including recommending for any required budget adjustments to the Manager.

Controls, monitors and follows up on matter of concerns related to City property and equipment as mandated by this position.

Develop, implement and evaluate area work plans, reporting on the section's program, financial and contract performance against internal and external benchmarks. Design and implement strategies to improve the effectiveness and efficiency of meeting community needs, based on research, demographics and trends.

Interprets contracts, legislation, policies and procedures regulations, etc. and checks for adherence to standards of quality of the work.

Responsible for the performance management of full time and part-time staff including motivation, supervision, interviewing, hiring, orientation, training, scheduling, performance evaluations and confidential matters. Assist to develop and clearly communicate operational and administrative expectations.

Ensure that all direct report receive adequate and pertinent safety and technical training in order that work is performed in a safe and productive manner.

Participate in review of activities and evaluates new equipment or system enhancements. Develops new plans of action and reviews the operations feasibility of plans proposed by others.

Monitors works performed by contractors, consultants and staff, arbitrates problem areas, authority to impose Liquidated Damages, alters and/or negotiates amount payable for services rendered.

Approves invoices for payment by Manager. Recommends contract extensions, terminations or alterations.

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Review and provide comments on reports, documents, policies, plans and procedures as prepared by staff, consultants and contractors for accuracy and approval.

Assist to develop, initiate and maintain coordinated waste reduction programs that minimize waste and maximize revenue generation.

Assist in the development and maintenance of information management systems to evaluate the section and system performance, to submit reports to Ministry of the Environment, Conservation and Parks on plans as legislated and as it relates to the responsibilities of this position.

Write reports and/or articles, prepare and deliver presentations, facilitate meetings, and compose correspondence related to major responsibilities.

Represent the City at various meetings with staff, public, contractors, operators, consultants, agencies and Ministry of the Environment, Conservation and Parks. Attend and participate in stakeholder forums, conferences, workshops and committees. Liaise with other levels of governments, local industries, municipal associations, agencies, consultants, and business regarding waste by-laws and enforcement as it relates to the responsibilities of this position.

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

Provide expert interface with recycling, organic, leaf and yard waste, garbage and bulk waste programs and other specific contracts and projects as may be assigned.

Interpret and ensure compliance with the Occupational Health and Safety Act, W.H.M.I.S., applicable provincial/federal Act/Standards and contract agreements.

Responsible for the co-ordination, preparation and monitoring of annual budgets for area of responsibility. Provide administration and effective cost control of the allocated current budget through utilization of performance standards, specifications, contracts, work program and procedures, monitoring of cost control reports and statistical data.

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

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

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

Manage and report on sectional and contractual performance metrics and key performance indicators.

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

### **QUALIFICATIONS**

1. Must be able to demonstrate a level of expertise related to the duties described, normally acquired through a Community College Diploma in an Engineering or Environmental Studies related discipline and/or a combination of education and progressive work-related experience, preferably in a waste management environment.
2. Must have experience and knowledge of contract management, contract development and contract implementation.

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3. Proven experience with project management theories, practices, and trends to manage contracts and projects including reviewing, approving, and implementing work plans, project budgets, and the procurement process.
4. Fundamental experience in a waste management environment, with experience in environmental management, contract administration, pre-disposal services and operation management.
5. Must possess ability to communicate effectively, both orally and in written form, presentation skills and demonstrate the ability to lead and participate on diverse teams.
6. Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development, and is results orientated.
7. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
8. Must be self-motivating and capable of working independently and as part of a team. Must excel at planning, organizing, and implementing projects.
9. Demonstrated ability to write reports and compile statistics.
10. Demonstrated excellent supervisory skills.
11. Competent administrative and budgeting ability.
12. Ability to handle conflict situations and resolve customer complaints with diplomacy and tact.
13. Ability to think and respond quickly to situations.
14. Experience with negotiating contracts with service providers.
15. Experience in a computerized environment. Working knowledge of Word, Excel, Microsoft Outlook, and database software.
16. Must possess a valid Class "G" driver's License.

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

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