

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(WASTE MANAGEMENT DIVISION – WASTE COLLECTIONS – LOCATION – 71 MAIN STREET WEST)

LEAD HAND/TRUCK DRIVER - WASTE COLLECTIONS – (DOWNTOWN CLEANLINESS PROGRAM) - CUPE 5167

SUMMARY OF DUTIES

Reports to the Supervisor of Waste Collections. Directs, schedules and works with a crew to deliver waste collection services in accordance with prescribed standard operating practices, policies, procedures and specifications.

Also assists the Supervisor in following up on customer service inquires. When required, this position would also be responsible for operating a dual stream or split compactor truck on assigned routes either in a two- or one-person crew. The overall service delivery programs that the Waste Collection section is responsible for include residential curb side collection of garbage, organics, leaf & yard, bulk, public space litter containers and the downtown cleanliness program.

GENERAL DUTIES

Directs, schedules and works with a crew to deliver waste collection services, primarily but not limited to the Downtown Cleanliness Program.

Plans work schedules and route maps and assembles crew, equipment and materials needed to complete daily work.

Provides direction, coaching and mentoring, and training of subordinate staff.

Uses sound judgement, independent thinking and team-building skills to motivate staff and ensure quality control.

Completes various inspection and maintenance reports and logs for self and subordinate staff.

Assists Supervisor in responding to equipment failures and accidents, conducting investigations, documenting findings, coordinating repairs and implementing corrective actions.

Drives equipment such as pick-up trucks, single-operator right-hand drive side-load waste collection trucks, two-person rear-load two- or single-stream waste collection trucks and sidewalk sweepers.

Operates, maintains and makes minor repairs to tools and small equipment such as rakes, shovels, picks, drills, blowers, vacuums, clippers, hand/power saws, weed eaters, and compactors.

Inputs and retrieves data from computers and a handheld device using Microsoft Outlook, Word and Excel and customer service database programs.

Investigates and addresses customer service inquires and/or emerging issues. Communicates finding and resolutions to stakeholders. Liaises with internal and external groups (other City working groups, BIAs, special event coordinators).

Makes recommendations to the Supervisor on waste collection route changes and program enhancements, helping to identify impacts to capital and operating budgets, and assists with implementation of best practices, new policies and procedures.

Operates and maintains City of Hamilton issued vehicles in accordance with all policies and procedures.

Job Description #: 4093

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.

Ensures that employees assigned to the works crew are provided with and instructed on the use of the appropriate equipment, materials and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and adheres to all City of Hamilton corporate and departmental policies and procedures. Ensures that infractions are reported and appropriate action is recommended to the Supervisor for those employees who do not work in compliance with legislation, policies and procedures.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous experience and ability to operate equipment and tools related to the duties listed above.
2. Previous waste management experience and training with a preference for the completion of a High School Diploma.
3. Demonstrated knowledge of vehicle and equipment safety, waste collection and disposal procedures, equipment cleaning standards and procedures, and record keeping.
4. Must have excellent hand/eye coordination and have sufficient physical strength and ability to independently and repeatedly lift, move, pull, push bend, reach, grip, step, walk, drive, twist, climb, squat and carry objects weighing up to 23 Kg (50 lbs.) with an occasional requirement to lift up to 32 Kg (70 lbs.).
5. Must possess a valid Ontario Class "DZ" driver's licence and point-free driving record and/or a record found to be satisfactory to the City of Hamilton.
6. Previous experience directing, coaching and mentoring subordinate staff and working with crews to foster a positive working environment, preferably within a unionized environment.
7. Able to understand and follow detailed procedures in performing and directing waste collection services.
8. Must possess good problem-solving skills with the ability to make decisions and resolve work issues on site.
9. Demonstrated knowledge of relevant legislation such as Occupational Health and Safety Act and Regulations including W.H.M.I.S. and Ministry of Transportation and Ministry of Labour policies and procedures.
10. Working knowledge and competent computers skills utilizing Microsoft Outlook, Word and Excel for inputting and retrieving data.
11. Effective verbal and listening skills and the ability to deal with the public, co-workers, outside agencies such as BIA's, Police, etc. as well as city staff and elected officials in a positive, courteous and respectful manner.
12. Must be available and able to work shifts and emergency overtime, including weekends, nights, etc. with minimal supervision. Must be able to work in adverse road and weather conditions.

THIS POSITION REQUIRES A VALID CLASS "DZ" 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.