

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT (OPERATIONS & WASTE MANAGEMENT - BUSINESS & SUPPORT SERVICES)

#### SUPERVISOR OF CEMETERIES ADMINISTRATION– NON-UNION

##### SUMMARY OF DUTIES

Reporting to the Manager of Business & Support Services, the Supervisor of Cemeteries Administration is responsible for the direct daily supervision of cemeteries support staff, the development and refinement of business processes as they relate to the cemeteries business office, ensuring quality customer service to internal and external customers and adhering to statistical and financial reporting deadlines as required by corporate policies and provincial legislation.

##### GENERAL DUTIES

Provides day to day supervision to cemetery support staff which includes recruitment, scheduling, deployment, attendance, performance management and related budget accountabilities.

Actively participates in problem resolution for service delivery to meet customer requirements and/or solve customer problems.

Develops, recommends and implements performance standards, financial controls, policies and procedures related to customer service and business processes in the cemeteries business office, which promote efficiency and a quality service approach to ensure the highest level of customer satisfaction.

Prepares reports and presentations on activities and results relating to the cemeteries business office functions; Processes cemetery revenues ensuring balancing and reconciliation with deposits; Meets scheduled financial reporting deadlines as set out by corporate policies and provincial legislation.

Works closely with cemetery operations supervision and staff, ensuring a seamless process for customers, including financial and administrative support matters.

Liaises with internal and external technical resources to ensure cemeteries database software is optimized and functional.

Co-ordinates and prepares reports for City Council related to the functions of the cemeteries business office.

Participates in the development of and implement recommended strategies related to the education and promotion of the cemeteries business office services.

Co-ordinates necessary staff training ensuring compliance to relevant City policy & legislative requirements.

Works in accordance with and ensures that cemetery support staff 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; Coordinates safety meetings for Cemetery administrative and operations staff.

Performs other duties as assigned which are directly related to the responsibilities of the position i.e. research, project coordination, etc.

**QUALIFICATIONS**

1. Thorough understanding of "best practices" in administrative and customer service support normally acquired by the completion of a University degree or Community college diploma in Business Administration or related discipline and/or a combination of academic education and progressive experience in one of these fields.
2. Demonstrated knowledge and experience of accounting, budget and related financial procedures as they relate to the theories and practices of a revenue generating business office.
3. Previous supervisory experience in an administrative or similar office environment. Must possess and demonstrate key supervisory attributes including effective leadership, coaching, team building, interpersonal, communication, presentation, confidentiality, organizational, project management, conflict resolution and time management skills as well as a commitment to promote and support team accomplishments within the cemeteries business office and the broader OWM Division.
4. Excellent knowledge of Microsoft Office programs (Microsoft Outlook, Word, Excel, PowerPoint and Access software). Knowledge of HMIS would be considered an asset.
5. Thorough understanding of corporate policies, collective agreements, grievance procedures, mediation, attendance support and management, performance management, and dispute resolution.
6. Excellent verbal and written communication skills, including the ability to make formal training and program performance presentations.
7. Effective interpersonal skills, including ability to mediate conflict amongst a diverse range of interests and opinions.
8. Previous experience, or an understanding of a cemeteries business office and services offered would be an asset.
9. The ability to work flexible hours to meet operational needs.
10. Valid Class G drivers license and access to a personal vehicle are required for use on the job.