

## **CITY OF HAMILTON**

### **PUBLIC WORKS DEPARTMENT**

**(TRANSIT DIVISION - LOCATION - MOUNTAIN TRANSIT CENTRE - 2200 HIGHWAY 6 SOUTH )**

### **SUPERINTENDENT – OPERATIONS (STAFF DEVELOPMENT, SAFETY & TRAINING)**

#### **Summary of Duties**

Reporting to the Manager of Operations, provide creative leadership to staff in a multi-functional workforce engaged in delivery of services to the public and internal clients. Promote a service oriented culture and focus within the Section. Promote teamwork and integration within Transit, with customers and with other parties participating in cross-functional and cross-program initiatives.

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.

Evaluate and report on the section’s service, financial, administrative and staff performance against internal and external benchmarks. Design and implement strategies to improve effectiveness and efficiency. Set above average standards and lead by example.

Ensure that the Operations Section meets or exceed all Legislated requirements including: the Occupational Health & Safety Act, Employment Standards Act, Highway Traffic Act and applicable Corporate policies.

#### **Responsibilities**

You will assume accountability and responsibility for operations programs to ensure service quality, cost effective and timely service delivery and legislative compliance. Monitor the progress of major program initiatives.

You will assume accountability and responsibility for the staff development and performance management programs to ensure service quality, cost effective and timely service delivery and legislative compliance. Monitor the progress of major program initiatives.

Utilize technical expertise related to staff development and occupational health & safety related programs, including in-depth knowledge of Bus Operator and supervision responsibilities and duties.

Accountable to the Manager of Operations for ensuring that operations are consistent with the City of Hamilton mission and vision.

Deliver operator training to new employees including classroom and road instruction. Administer associated testing and make recommendations regarding additional training requirements, cessation of training and/or continued employment.

Deliver and schedule ongoing refresher training to operator, conduct needs assessment for regular and absence specific training.

Identify training needs. Design and customize training based on adult learning principles. Develop and refresh training and programs as required.

Oversee transit operators during initial and refresher training to ensure driving duties are performed safely, effectively and efficiently and in accordance with City of Hamilton or departmental standards, levels of service, specifications, policies, procedures and legislated requirements.

Administer safety programs and counsel all levels of staff and management on safety topics. Provide information and expertise in safety and training best practices. Assist and provide input for long range planning and strategies to keep current in safety and training matters within the transit industry.

Train and instruct new and existing operators to perform job functions properly and safely in the operation of all fleet resources.

Assist in the development and implementation of related transit policies and procedures.

Track, report, record and document all initial and refresher training, progress reports, follow-ups, testing and all legislative requirements including operator abstract logs and training matrix records.

Perform administrative functions including license checks, spot checks, obtaining drivers abstracts; creating, posting and logging of safety related notices.

Investigate and follow up with collisions, accidents and operating incidents, assisting with assessments of preventability; designing and delivering post collision training.

Assist Manager, Transit Operations in the annual development of tender specifications, cost estimates and budgets for safety and training related activities.

### **General Duties (including, but not limited to)**

Develop plans and policies for Operations. Make recommendations to the Manager and Director on project priorities, means of resourcing and related cost implications.

Promote teamwork and integration within Transit, with other divisions, with other departments and with other parties participating in cross-functional and cross-program initiatives.

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

Monitor the operations and projects within the section to ensure safety, service quality, cost effective and timely delivery of services, and appropriate legislative compliance.

Responsible for business development analysis.

Respond to issues and queries raised by Council as channelled through the Director.

Responsible for the establishment, maintenance and monitoring of quality assurance and continuous improvement programs.

Responsible for promotion and application of occupational health and safety for the section in accordance with Municipal and Provincial procedures, guidelines and regulations.

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

### **Qualifications**

1. Sound knowledge of the duties listed above usually acquired by obtaining a post secondary degree/diploma in a relevant and progressive related work experience; or an equivalent combination of education and work experience.
2. Must meet the standards of instructional techniques in order to obtain a "Recognized Signing Authority" (classes "B" through "F") for the Ontario Ministry of Transportation.
3. Must possess a working knowledge of the A.V.L.C. system.
4. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development and be results oriented.

5. Technical expertise related to Operations and related programs, including in-depth knowledge of Bus Operator and operations supervision responsibilities and duties.
6. Previous demonstrated experience with AVL System (Automatic Vehicle Location System).
7. Highly developed analytical and planning skills with a proven track record for long-term visioning and big picture thinking.
8. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
9. Experienced in designing and delivering customer focused programs and services.
10. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
11. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section.
12. Working knowledge of computer software applications.
13. Must possess a valid Class "BZ" Ontario Driver's Licence.

**THIS POSITION REQUIRES A VALID CLASS "BZ" 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**

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