

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(OPERATIONS & WASTE MANAGEMENT DIVISION – LOCATION – 1759 BURLINGTON ST. E.)

CONTRACT TECHNICIAN – COLLECTION OPERATIONS – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Project Manager – Contract Operations, the Contract Technician - Collection Operations will be responsible for overseeing all aspects of contracted waste collection operations provided by the contractor(s) working on behalf of the City.

GENERAL DUTIES

Responsible for the performance management of any contract(s) associated with waste collection activities, including recycling, organic, leaf & yard, garbage and other contracts or special projects as may be assigned.

Works closely with the collection contractor(s) in the day to day operation of service delivery.

Ensures compliance of any municipal by-law, policies, Certificates of Approvals, Health and Safety compliance or any other pertinent legislation associated with the Ministry of the Environment, Ministry of Labour or any other government body.

Controls, monitors and provide follow-up documentation on issues and incidents related to provision of service delivery as detailed in the contract(s).

Assists in the design and implementation of strategies to improve the effectiveness and efficiency of meeting community needs based on research, demographics and trends.

Encourages and provide assistance to the contractor(s) in the continuous development and enhancement of work plans, route mapping, etc. so as to continually search for efficiencies in the operation.

Interprets contracts, legislation, policies, procedures and regulations etc. for adherence to standards associated with service delivery and monitors and provides documentation on a daily basis of incidents of non-compliance.

Receives complaints and inquiries from councillor's offices and general public and conducts site visits and associated follow-up to resolve issues.

Assists in conducting monthly spot safety checks of contractors operation.

Assists MLE in conducting illegal dumping investigations, gathering evidence and documenting

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 major responsibilities of the job.

QUALIFICATIONS

1. Previous experience in waste collections field techniques and operating standards in waste collection operations, must have minimum 2 years' experience. Background in field techniques and public liaison/customer service.
2. Experience with Contract Management in either public or private sector.

3. Experience in the Waste Management field, must have minimum 2 years' experience.
4. Knowledge of Corporate policies and procedures including OH&S Act.
5. Knowledge of applicable standards, specifications and regulations.
6. Experience in a computerized environment, including working knowledge of Outlook, Word, Excel, Hansen and Paradigm.
7. Ability to assist in maintaining the Divisions comprehensive data management system.
8. Ability to organize and prioritize multiple tasks/assignments in order to meet deadlines.
9. Ability to quickly assess and provide direction on a wide range of related issues/problems brought forward by co-workers, councillor's offices and the public.
10. Must have excellent verbal and written communication skills and ability to deal diplomatically with all levels of management, staff, councillor's offices, public, peers, other departments and contractor(s). Must possess excellent conflict management skills. Ability to organize and prioritize multiple tasking assignments for quick, timely and efficient turnaround. Quickly assess and provide guidance on a wide range of matters brought forward by others and all in a timely manner
11. Member with the Ontario Association of Certified Engineering Technician and Technologist and or SWANA's Managing Municipal Solid Waste Collection Systems certification would be a benefit.
12. Experience with the preparation of contract documentation such as contract language, procurement process, contract budgets, estimating.
13. Must possess a Class "G" Driver's License. Daily travel is required.
14. Must be able to work in all outdoor environments and seasons, and be able to lift up to 50 lbs periodically.