

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

### CORPORATE ASSET MANAGEMENT DIVISION - CENTRAL FLEET

### LOCATION – 330 WENTWORTH ST. N.

### MANAGER, FLEET SERVICES

#### OVERVIEW

Reporting to the Director, Corporate Asset Management, the Manager of Central Fleet will be responsible and accountable for providing overall strategic leadership in the management of the City's Central Fleet Services. This includes procurement, maintenance, repair and disposal of a large and diverse fleet of vehicles and equipment delivering a wide variety of municipal services (excluding transit, police, fire and emergency services vehicles).

Develop and implement a strategic business plan(s) that improve efficiency and generates a high level of client satisfaction (Sensational Service) by providing a fleet that is fit for use, reliable, affordable, safe, fuel efficient, environmentally friendly and compliant with all codes and regulations.

Develop a robust Green Fleet program and take direct action on reducing greenhouse gas emissions (GHG) from city fleet vehicles. Ability to reduce fleet greenhouse gas emissions while balancing the needs of the city's delivery of services.

This position will facilitate the discussions on new green initiatives with key stakeholders, provide policy recommendations to meet the GHG reduction targets, and formalize these actions in a plan.

Create policies and strategies in consultation with the internal client groups for overall improvements in the delivery of fleet services (Collective Ownership) that support internal clients in meeting their own service objectives to Council and the community.

Manage a multi-function workforce (union and non-union) by delegating and empowering staff to strive for consistently high performance in all areas of service (Engaged and Empowered Employees).

Establish, evaluate and report on the section's key performance indicators, including productivity, quality of service and staff performance against internal and external benchmarks. Design and implement procedures to improve effectiveness, efficiency and be results oriented (Courageous Change).

Possess a high level of personal integrity, be an excellent communicator with all levels of City staff, Council, the public, City agencies and affiliated organizations. Maintain and foster strong relationships with client groups, local and provincial fleet organizations and other government agencies (Steadfast Integrity).

All other duties as assigned to ensure business continuity among all city departments.

#### RESPONSIBILITIES

You will assume lead accountability and responsibility for the delivery of the City's central fleet services by implementing effective tactics in the management of Finance, Operations, Human Resources, Information Services and Technology, Communications and Code and Legislative Compliance.

Accountable for improving efficiencies and customer service, establishing long term continuous improvement principles as well as determining and implementing best practices, alternative service delivery and an entrepreneurial approaches to service delivery.

Responsible for ensuring that the Central Fleet Section provides the necessary support for service quality and timely service delivery to all user groups during regular and emergency demands.

## Job Description #: 5342

The City's is committed to its Corporate Culture initiative and as Manager of Central Fleet you will be responsible for communicating, coordinating and developing improvement strategies with staff. You will assess the strengths and weaknesses that are impacting performance, identify areas of focus for improvement and identify areas of strength to leverage and work to create meaningful action plans to implement changes.

### **GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)**

Provide professional opinion, advice and guidance to Division management, senior management, standing committees and Council on the delivery of efficient fleet services.

Development of the strategic business plan(s) for the Central Fleet section and participate in strategic planning and direction of the division as a member of the Energy, Fleet and Traffic Divisions management team.

Manage a multi-functional operation at multiple sites to provide affordable, timely, reliable and convenient fleet vehicle repair and maintenance services.

Negotiate and implement effective and cost-efficient arrangements with a network of specialized and general automotive contractors to offer a complete suite of automotive service to supplement the City's internal resources.

Monitor the operations and projects with the Section to ensure safety, service quality, cost effective and timely delivery of services and appropriate legislative compliance. Monitor the progress of major Section programs and project initiatives.

Responsible for maintaining fuel service operations, management and legislative code compliance of the City's fuel sites (excludes procurement and delivery of fuel).

Responsible for developing and maintaining the Central Fleet Policy in consultation with internal client groups (Central Fleet Advisory Committee).

Responsible for the capital and operating budgets for the Central Fleet portfolio.

Responsible for managing, tracking and reporting on the City's Commercial Vehicle Operator's Registration (CVOR) requirements for Central Fleet and its internal client groups.

Responsible for establishing and maintaining a cost effective fleet planning program, including forecasting life cycle costs vs. replacement schedules and effectiveness of refurbishment vs. replacement.

Responsible for hiring, training, performance, disciplining and completion of employee performance and accountability evaluations for all fleet staff.

Responsible for Driver Training and Central Fleet educational services to internal client groups.

Responsible for the maintenance and safe, effective operation of garage equipment and ensuring and promoting a safe working environment.

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

Ensure that staff has an adequate knowledge and understanding of the computerized Fleet Management System.

Perform other duties as assigned which are directly related to the responsibilities of the position.

### **QUALIFICATIONS**

1. Proven knowledge of the practices and theories of fleet management normally acquired by obtaining a diploma or degree in a relevant area of study, or a certificate specific to fleet management or business administration

**Job Description #: 5342**

together with extensive work experience in fleet management to act effectively in the position with minimal direction or instruction from senior management.

2. Significant management experience gained through progressively more responsible positions in fleet management in a private or public sector environment.
3. Excellent communication skills for liaising and communicating effectively with elected officials, representatives of other levels of government, industry associations, peers, management, client groups, staff, suppliers and the general public.
4. Excellent team work and team building skills and ability to motivate and lead staff.
5. Proven skills to interact effectively with employees in order to direct work flow, assess performance and assign duties.
6. Working knowledge of automotive design, components and maintenance requirements.
7. Working knowledge of fuels, alternative fuels and automotive technology.
8. Functional experience and knowledge of the automotive and equipment marketplace.
9. Supervisory experience preferably in a unionized operational environment.
10. Highly developed analytical and planning skills with a proven track record of long-term vision and strategic planning.
11. Demonstrated financial management skills developing, implementing and monitoring operating and capital budgets.
12. Experience in managing third-party service providers.
13. Excellent knowledge and understanding of the application of asset and maintenance management systems.
14. Knowledge of the Highway Traffic Act and the Commercial Vehicle Operators' Registration program.
15. Knowledge of the collective bargaining process and effective application of collective agreements and labour relations procedures.
16. Proficient in Microsoft Office applications.

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

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