

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (ENVIRONMENTAL SERVICES – PARKS & CEMETERIES – LOCATION: WOODLAND CEMETERY – 700 SPRING GARDEN ROAD)

SUPERINTENDENT, CEMETERIES

SUMMARY OF DUTIES

Reporting to the Manager of Parks & Cemeteries, the Superintendent, Cemeteries will be an integral part of the Cemeteries section (Administrative and Operations). The Superintendent, Cemeteries provides leadership, planning, co-ordination and supervision to Cemeteries staff and is accountable for providing core services and activities.

GENERAL DUTIES (INCLUDING BUT NOT LIMITED TO)

Cemetery Administration:

- Supervise the Cemeteries “support services” administrative team which supports field operations through customer service activities, cemeteries records management, administrative/clerical and financial functions.
- Manages inquiries and issues and either responds or makes recommendations regarding an appropriate response or course of action
- Facilitates the administration of the Attendance Support and Management Plan, Grievance Process, Staff Training programs, etc.
- Develop and implement business initiatives to meet business plan objectives
- Provide management accountability for the section’s fees and annual fee review
- Supervise the collection and reporting of cemetery revenues and ensures accounts payable; accounts receivable and financial system compliance with Provincial regulations, municipal by-laws and policies/procedures.
- Supervise year end reporting of trust fund revenues to the Ministry
- Manage and/or coordinate the issuance of and administration of Legal documents including Cemeteries Access Agreements; Filming in Cemeteries; Site Disposition Agreements;
- Develops and maintains effective networks between the Cemeteries Section, industry contemporaries, external contractors and related agencies ensuring on-going consultation and collaboration
- Responsible for interviewing, hiring and mentoring Cemeteries staff.
- Supports the development of staff performance objectives, work plans, learning needs and career development activities. Provides opportunities for regular staff input and feedback to enhance management, section and team performance.
- Provide consistent performance management for subordinate staff and contractors, including recruitment, supervision, labour relations, discipline and guidance and counselling in on-going skills development initiatives.
- Interpret and ensure compliance with municipal and departmental policies and procedures such as Attendance Management, Work Accommodation, and various specific By-laws (i.e., Cemeteries By-law; Trees By-law)
- Promote teamwork and workforce integration where appropriate to ensure optimal utilization of available resources through joint program delivery, resource sharing and leveraging.
- Supervise budget implementation ensuring effective cost control through utilization of performance standards, specifications, work plans, standard operating procedures, monitoring of financial reports and maintenance management accomplishment.
- Participate in the standing Health and Safety Committee to address policy/procedures development, implementation and on-going evaluation and monitoring to ensure effective health and safety management in the Cemeteries work group.

Cemetery Operations:

Supervise and coordinate the delivery of operating and maintenance programs for all City owned Cemeteries to ensure safe, cost-effective, and timely delivery of services, in accordance with existing legislation, regulations, business plans, approved service levels and current practices.

Identify staff training and skills development requirements to ensure that employees perform their duties safely and effectively and to meet "cross utilization" requirements. Provide input to staff training/skills development plans and implement training and evaluation programs under the direction of the Manager of the Section.

Manages inquiries and issues and either responds or makes recommendations regarding an appropriate response or course of action

Facilitates the administration of the Attendance Support and Management Plan, Grievance Process, Staff Training programs, etc.

Provide consistent performance management for subordinate staff and contractors, including recruitment, supervision, labour relations, discipline and guidance and counselling in ongoing skills development initiatives.

Ensure proper documentation of work activities and accomplishment of the section through work orders, reports, time cards, absentee forms, Hansen entry, etc.

Interpret and ensure compliance with municipal and departmental policies and procedures such as Attendance Management, Work Accommodation, and various specific By-laws (i.e., Cemeteries By-law; Trees By-law)

Establish and coordinate work programs by planning, organizing and scheduling of work activities and deployment of staff, materials, equipment and contractors to implement maintenance programs and address service requirements.

Promote teamwork and workforce integration where appropriate to ensure optimal utilization of available resources through joint program delivery, resource sharing and leveraging.

Coordinate the acquisition and ongoing maintenance and repair of equipment and facilities in cooperation with Fleet and Facilities staff as required for program delivery.

Provide detailed budget estimates for the delivery of operating programs, activities and capital projects (ie. staff complement, equipment, materials, work plan accomplishments, etc.) in accordance with the approved program service levels and the business plan.

Supervise budget implementation ensuring effective cost control through utilization of performance standards, specifications, work plans, standard operating procedures, monitoring of financial reports and maintenance management accomplishment.

Participate in the standing Health and Safety Committee to address policy/procedures development, implementation and ongoing evaluation and monitoring to ensure effective health and safety management in the Cemeteries work group.

Investigate liability claims and claims of personal injury accidents and property damage and represent the Section at all related Examinations for Discovery and Court proceedings as required.

Provide advice and reports, to the Manager, Director and/or General Manager as required.

Act on behalf of Manager in his/her absence on departmental management team or other assignments as delegated.

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

Work 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.

QUALIFICATIONS

1. Post-secondary education in business administration or in a professional discipline pertinent to the job function plus relevant experience, or equivalent combination of education and experience.
2. Progressive experience in turf management with proven knowledge of best operational practices and theories together with a proven record in planning, designing and maintaining cemeteries operations.
3. Demonstrated ability to coordinate and supervise staff in a unionized environment through effective use of leadership, facilitation, communication, interpersonal and organizational skills and working knowledge of applicable collective bargaining agreements and related processes.
4. Thorough knowledge and understanding of all applicable legislation and regulations that apply to Cemeteries and Turf Management operations including collective bargaining agreements.
5. Must possess strong written and oral communication skills to support communications with the general public, co-workers, partner service providers, and contractors.
6. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
7. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
8. Must possess the ability to perform work according to general guidelines and parameters and possess considerable latitude for independent initiatives and judgement in planning, organizing, leading projects and in determining the methods and procedures for its completion.
9. Highly developed analytical and planning skills with a proven track record in long-term visioning.
10. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
11. Knowledge of collective agreement and ability to interpret same.
12. Must be a results-oriented individual with a commitment to customer service and team building.
13. Working knowledge and competency with computer including MS Office: Microsoft Word, Excel and Hansen. Familiarity with a cemeteries management software program such as HMIS or Stone Orchard Software would be an asset.
14. Must possess a valid Class "G" Drivers Licence.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.