

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(HAMILTON WATER DIVISION – CUSTOMER SERVICE & COMMUNITY OUTREACH – LOCATION – 330 WENTWORTH ST. N.)

MANAGER, CUSTOMER SERVICE & COMMUNITY OUTREACH

OVERVIEW

Reporting directly to the Director of Water and Wastewater Operations, the Manager of Customer Service & Community Outreach assumes lead accountability and responsibility for the comprehensive oversight of the Customer Service & Community Outreach Section. This includes directing the planning, implementation, ongoing operations, and monitoring for programs such as Customer Service, Meter Operations, Backflow Prevention, Water Information Systems, Outreach & Education, and Inventory & Fleet Management within Hamilton Water.

The Manager holds the critical responsibility of ensuring that Customer Service & Community Outreach programs align with both City and Provincial guidelines. This involves minimizing disruptions to the public while maintaining the highest standards of effectiveness and efficiency, in line with the City of Hamilton Mission and Vision.

In this pivotal role, the Manager develops and implements strategic plans for the section, reporting on services, financials, administration, and staff performance against established benchmarks. Leading by example, the Manager sets above-average standards, implements strategies for continuous improvement, and serves as a mentor to subordinate staff.

RESPONSIBILITIES

As the Manager, you will shoulder primary accountability and responsibility for the Customer Service & Community Outreach Section. This involves crafting comprehensive plans and policies for the Section, overseeing the Customer Service, Meter Operations, Backflow Prevention, Water Information Systems, Outreach & Education, and Inventory & Fleet Management programs. Your role encompasses monitoring the overall Sectional programs to ensure the delivery of high-quality, cost-effective, and timely services while maintaining legislative compliance. Additionally, you will track the progress of major program initiatives.

Reporting directly to the Director of Water and Wastewater Operations, you are entrusted with the task of ensuring that the Customer Service & Community Outreach programs align with City and Provincial guidelines. Your responsibility extends to minimizing disruptions for clients and the public while optimizing efficiency and effectiveness in program delivery.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Leadership and Direction:

- Provide visionary leadership and strategic direction to the staff within the Customer Service & Community Outreach Section.
- Foster a collaborative and integrated environment, promoting teamwork among internal and external stakeholders engaged in cross-functional and cross-program initiatives.

Program Development and Compliance:

- Develop comprehensive programs, policies, and procedures for Customer Service & Community Outreach activities.
- Ensure a results-oriented approach, persistently driving towards the accomplishment of objectives.
- Monitor Section operations to guarantee compliance with provincial legislative requirements.

Communication and Representation:

- Act as a spokesperson in discussions/presentations on Customer Service & Community Outreach issues to Council, agencies, the public, and the media.
- Attend various Committee/Council and public meetings as required.
- Prepare or review technical reports for presentation to City committees.

Budgeting and Financial Oversight:

- Prepare the annual draft capital and current budget for the Section, monitoring and controlling expenditures.
- Report on the Section's service, financial, and staff performance against established benchmarks.
- Project expenditures and recommend changes where appropriate.
- Review, recommend and update user fees and charges

By-law Interpretation and Enforcement:

- Interpret, apply, and enforce the provisions of various by-laws related to the functions of the Section.
- Recommend changes to by-laws where appropriate.

Operational Management:

- Update senior management on abnormal conditions, breakdowns, malfunctions, or similar problems.
- Manage Section performance using a "best practices" and "customer service focus" approach, ensuring the effective and efficient use of resources.

Strategic Leadership and Performance Accountability:

- Provide strategic leadership and uphold standards of excellence and performance accountability for subordinate staff, consultants, and contractors.
- Ensure the delivery of technical support, scheduling, coordination, supervision, and guidance.

Communication and Reporting:

- Prepare and present reports to establish and maintain effective communication between senior management and various stakeholders.
- Represent the Divisional and Sectional programs on various initiatives, committees, and liaison activities.

Contract Management:

- Lead the development and maintenance of Service and Capital Contracts to support operational programs, ensure effective operations and fiscal responsibility.

Health and Safety Compliance:

- Ensure compliance with applicable Health and Safety legislation, City of Hamilton corporate policies, and departmental procedures related to Occupational Health and Safety.

Labour Relations:

- Participate in labour relations matters by attending interview meetings and agreement negotiations as required.

Additional Responsibilities:

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

QUALIFICATIONS

1. Educational Qualifications:

Demonstrated proficiency in the principles and methodologies of communications and customer

service, coupled with the ability to interpret Provincial and Federal legislation which is typically acquired through one of the following pathways: a University Degree in a pertinent field accompanied by relevant professional experience, a college diploma in a related discipline coupled with substantial work-related experience, or an equivalent blend of education and pertinent work experience.

2. **Customer Service Leadership:**
 - Progressive experience in managing customer service operations.
 - Proven ability to implement customer service strategies and programs that enhance overall customer satisfaction.
3. **Effective Communications:**
 - Demonstrated experience in developing and executing communication strategies.
 - Proven ability to communicate technical and non-technical information clearly to diverse audiences particularly in written forms.
4. **Public Outreach and Education:**
 - Track record of successfully implementing community outreach and educational programs.
 - Experience collaborating with various stakeholders to promote community engagement.
5. **Leadership and Team Management:**
 - Leadership experience, demonstrating the ability to motivate, develop and lead teams.
 - Proven experience creating a positive and inclusive work environment.
6. **Regulatory Compliance:**
 - Experience ensuring compliance with water industry regulations (preferred).
 - Proven success in facilitating necessary compliance reporting.
7. **Project Management:**
 - Proven experience in managing multiple projects concurrently.
 - Demonstrated success in leading, planning, executing, and evaluating project success.
8. **Budget Management:**
 - Experience in budget management, allocating resources efficiently.
 - Proven ability to identify and implement cost-saving opportunities.
9. **Collaborative Approach:**
 - Experience collaborating with cross-functional teams and external partners.
 - Demonstrated ability to work collaboratively with city departments, council, government agencies, and community stakeholders.
10. **Meter Operations Expertise Preferred in One or More Areas:**
 - Experience in meter operations and data management.
 - Experience in implementing advanced metering technologies.
11. **Backflow Prevention Management Preferred in One or More Areas:**
 - Experience overseeing backflow prevention programs.
 - In-depth knowledge of backflow prevention regulations and compliance.
12. **Inventory and Fleet Management Preferred in One or More Areas:**
 - Experience in inventory control and fleet management.
 - Proficiency in implementing sustainable practices for inventory and fleet operations.
13. **Specific Job Qualifications:**
 - Proficient in overseeing a sizable multi-disciplinary team, particularly in a unionized setting.

JOB ID 5457

- Demonstrated expertise in navigating the collective bargaining process.
- Comprehensive knowledge and understanding of statutes, regulations, and by-laws impacting the department/section, including the Safe Drinking Water Act, Environmental Protection Act, Ontario Water Resources Act, and Clean Water Act.
- Proven ability to effectively work with a variety of computerized systems related to human resource, budget, and project management.
- Prior experience in managing Health and Safety programs/initiatives that comply with OHSA and support organizational Health & Safety goals.