

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(OPERATIONS AND ENVIRONMENTAL SERVICES DIVISIONS - VARIOUS SECTIONS - LOCATION – 77 JAMES ST N SUITE 400)

PROGRAM COMPLIANCE CO-ORDINATOR - CUPE 5167(INSIDE WORKGROUP)

SUMMARY OF DUTIES

Reporting to the Manager or delegate, this position is responsible for evaluating divisional training needs, develop, organize and deliver training programs to new and existing staff (unionized, non union, management, train-the-trainer and volunteers) within the divisions to improve employee performance and ensure compliance with applicable legislation, regulations, policies and procedures. Coordinate large scale recruitment initiatives on behalf of client Divisions. Deliver wide ranging, innovative training on such topics as on-site workplace occupational health and safety training, divisional new employee orientation, divisional/departmental policies, divisional/departmental computer systems, intra-departmental services, organizational guidelines (i.e., human resources, purchasing, etc.) and legislative changes.

GENERAL DUTIES

A) Training Program Development

- Develop and update divisional training policies and procedures, goals and objectives.
- Design, evaluate and collate employee evaluation forms for training programs.
- Liaise with various provincial ministries and other professional organizations with respect to training requirements.
- Assist in the design of tests for new hires, staff seeking promotions, etc from an operational and end-user perspective.
- Design and conduct introductory training programs for operational staff, summer students and students on work placements.
- Assist in the development of volunteer training policies and trainer resources.

B) Training Program Delivery and Coordination

- Coordinate and monitor internal and external divisional trainers.
- Assess training needs of existing and new staff.
- Conduct, facilitate, and coordinate training programs to existing and new staff.
- Liaise with Managers and Supervisors with respect to training needs, evaluation and performance of staff.

C) Training Program Quality Control and Quality Assurance

- Monitor, evaluate and follow-up divisional training on a regular basis to ensure course material is up-to-date, to change training methods as required and to ensure divisional compliance with mandated training requirements.

D) Training Program Performance Tracking and Reporting

- Develop and maintain a divisional training database to track the training requirements of all divisional positions and the status of training of the staff within the positions (i.e., maintain divisional training matrix).
- Prepare monthly training status reports and schedules.

E) Program Administration

- Develop, manage and recommend training and educational budget requirements for the division in accordance with City policies.
- Coordinate large scale recruitment activities such as summer students, winter operators, etc.
- Develop and coordinate orientation and staff on-boarding initiatives.
- Authorize payments and reimbursement for training courses and programs.

- Perform other duties as assigned which are directly related to the normal performance of the job.

QUALIFICATIONS

1. Education related to training normally acquired through the completion of a University or College certification or a College diploma in Adult Education or a combination of equivalent education and work experience.
2. Previous training work experience, noting that experience in a public works environment would be an asset.
3. Demonstrated experience in developing and implementing needs assessment strategies, instruments and analysis.
4. Demonstrated experience and ability to research, analyze and design training packages.
5. Knowledge of adult learning principles and accelerated learning principles.
6. Demonstrated ability to design and deliver training programs in a variety of media including presentations, leader guides, participant manuals and handouts.
7. Excellent verbal and written communication skills, with the ability to communicate effectively with all levels of staff and management.
8. Excellent organizational and project management skills. Demonstrated ability to organize work, set priorities and meet multiple deadlines.
9. Knowledge of all applicable corporate policies and relevant legislation (i.e. Training and education policies, Workplace Occupational Health and Safety Act, etc.).
10. Excellent knowledge of Microsoft Office programs (Microsoft Outlook, Word, Excel, and database software).
11. Possession of a valid Class "G" driver's licence and access to a personal vehicle.

NOTE 1:

Due to the nature of the work performed, this position will be required to work flexible hours to support the operational requirements of trainees.

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

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