

# CITY OF HAMILTON

## PUBLIC WORKS DEPARTMENT (ROADS & TRAFFIC DIVISION) – ROAD OPERATIONS & MAINTENANCE SECTION – LOCATION – VARIOUS

### DISTRICT INVESTIGATOR (ROADS) - CUPE 5167

#### SUMMARY OF DUTIES

Reporting to Roads District Superintendent, will respond to program inquiries and concerns requiring field investigation, documentation and follow up (i.e. with staff, contractors or complainant) and address resolution through either: work order generation, recommendations, direct action or other actions as required.

#### GENERAL DUTIES

Investigate and respond to inquiries, complaints/claims related to the delivery of Roads programs within an assigned District involving the following actions:

- Receive and investigate public inquiries with respect to Roads operations and liaises with the public, various internal departments and outside agencies.
- Reviews site conditions, makes initial assessments, cost estimates and makes recommendations to the Superintendent on actions to be taken regarding workplace procedures and processes.
- Writes detailed reports and records required data and site conditions; determines and recommends appropriate corrective actions to the Superintendent.
- Input and retrieve operations and maintenance program data from computerized data management systems (e.g. Hansen) to ensure records are kept current, accurate, and functional.
- Responds to and investigates various emergency conditions, claims and requests from Police, Fire, Emergency Services, Risk Management and various Provincial Ministries to evaluate situational requirements and where practicable, initiates corrective action within established policies.

Drives a City vehicle when required to perform main responsibilities of the job and perform labour activities that may be required as direct response to complaint resolution, as appropriate (e.g. debris, accident assistance)

Request and receive underground utility locates and operate Roads specific equipment as required in support of program delivery.

Responsible to complete accurately, various logs, documents, inspection reports and other administrative forms.

Able to compile documents, data, forms etc., and thoroughly research and investigate in regards to claims/complaints or deficiency issues in a timely matter.

Work with competent knowledge 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.

Coordinate and oversee contracted work.

Interacts with the general public, colleagues, representatives of other agencies, supervisors and co-workers in a courteous and respectful manner, while adhering to the City of Hamilton's Corporate Culture.

Perform other duties as assigned which are related to the major responsibilities of the job.

#### QUALIFICATIONS

1. Demonstrated knowledge and experience of all programs and service levels provided by the Roads Districts in relation to complaint and inquiry investigations and response obtained through previous work experience in roads maintenance.
2. Demonstrated knowledge of general construction practices and techniques, and all relevant workplace health and safety regulations and requirements applicable to operating environment and contexts.
3. Must have good investigative and research capabilities.
4. Previous experience in general construction practices and techniques relevant to roads operations programs and services. Knowledge of all relevant workplace health and safety regulations and requirements applicable to operating environment and context.
5. Knowledge of relevant legislation such as but not limited to Occupational Health and Safety Act and Regulations including W.H.M.I.S, legislation, 70 hours Service Regulations, Book 7 Traffic Control, Highway Traffic Act and Minimum Maintenance Standards.
6. Ability to read and understand detailed construction drawings
7. Working knowledge of all roads related programs and activities including but not limited to:
  - Surface Maintenance (roadway, sidewalk multi use pathway maintenance, MMS compliance, patching, levelling , etc.)
  - Drainage Programs (catch basin cleaning, resetting, ditching, culvert install/repair)
  - Roadside Maintenance (grass mowing, shouldering, guiderail install/repair,)
  - General Maintenance (litter control, downtown programs, graffiti, emergency response, etc.)
  - Electronic Data Management (Use of APS system, HANSEN, GIS, Sidewalk program)
8. Ability to assist in developing capital and operating budget estimates as they relate to specific projects and/or program enhancements.
9. Ability to interpret and instruct others in regards to written policies and procedures, including by-laws, Federal and Provincial Acts.
10. Must be able to understand and follow detail procedures, instructions and take direction. Ability to accurately complete various logs, documents, inspection forms and other administrative information. Must possess excellent written and verbal communication skills.
11. Must be proficient and have demonstrated working knowledge in the use of computers, smart phones, tablets, other electronic devices and various software programs; e.g. Word, Excel, Microsoft Outlook, Hansen database software, windows search tools, and programs.
12. Must have solid interpersonal skills required to assist and respond with all scenarios and situations in regards to the general public, co-workers, supervisors and any other stakeholder etc.
13. Must be able to work in adverse road and weather conditions.
14. Must possess a valid class "DZ" Drivers Licence and a Driver's abstract clear of any demerit points and pending infractions and/or record found to be satisfactory to the City of Hamilton.

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

**Note:**

Candidate being considered for this position must satisfactorily pass a computer technical assessment and interview

**THE INCUMBENTS SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THESE POSITIONS AND THE WORKPLACE.**

\*\*\*\*\*