

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

ENVIRONMENTAL SERVICES DIVISION – BUSINESS PROGRAMS – LOCATION – 100 KING ST W 14TH FLOOR

MANAGER, BUSINESS PROGRAMS

SUMMARY OF DUTIES

Reporting to the Director of Environmental Services, the Manager of Business Programs will assume lead accountability for developing and managing programs and processes related to the management and overall performance of the Business Programs Section. The Manager will provide leadership to subordinate staff, in a multi-functional workforce engaged in delivery and direction of services to the public and internal clients. Using a “best practices” approach, and through effective and efficient use of financial and staff resources, the Manager will develop and deliver quality services and recommend improvement strategies to meet mandated goals and objectives.

RESPONSIBILITIES

The Manager will assume responsibility for the delivery of division wide services related to Quality Management, Performance Measurement, Strategic Planning Initiatives, Data and Maintenance Management, Community Programming and Outreach, Equipment Coordination and Training. The Manager will work collaboratively and in support of the Operating Sections in the Division which include Parks and Cemeteries, Forestry and Horticulture and Landscape Architectural Services.

GENERAL DUTIES

In addition to direct task involvement, administers, coordinates and directs the operation and work activities within the Business Programs Section through effective work planning, delegation and performance management.

Provides leadership to the Business Programs team, including quality management, equipment and training coordination, community programming and outreach initiatives; accountable for processes related to administration, customer service, technology optimization, asset management and analysis.

Works collaboratively and in consultation with client groups to cultivate, support, coordinate and maximize the benefits of the Division’s programs and services.

Manages the Business Programs operating and capital budget using multi-year business planning templates and monitoring reports to forecast variance issues in a timely manner.

Oversees divisional performance measures, key performance indicators, compliance reporting and continuous improvement initiatives as part of the quality management system portfolio.

Develops and monitors Divisional customer service protocols and procedures in conjunction with operating groups and the Customer Service Division.

Develops multiple communication channels and media strategies to assist the Division in building positive relations with the public as well as to address communication matters arising from significant initiatives and programs.

Provides management accountability for recruitment, training, development and retention of program volunteers to enhance service delivery within the Division's program mandate; develops and maintains sponsorship, donor and other funding programs.

Supports the Division equipment needs to plan, procure and maintain large equipment and service vehicles and small equipment program; ensures the program's effectiveness through audits and analysis.

Ensures seasonal mass recruitments and position specific training programs are coordinated and implemented as planned to meet the needs of the Division.

Provides sectional leadership on the implementation of Corporate and Departmental strategic plans; develops and reviews strategic briefings to the Director and writes Council reports, presentations and other documents as required.

Develops and modifies data management plans and programs for the Division, ensuring program activities are reported consistently and accurately through data collection and maintenance.

Ensures Operational Compliance with all applicable legislation, policies, contracts, agreements, regulations and guidelines.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton Corporate, and Departmental and Divisional policies and procedures.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton Corporate, Departmental and Divisional policies and procedures related to Occupational Health and Safety.

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

QUALIFICATIONS

1. Post secondary education in Business Administration or in a professional discipline pertinent to the job function plus relevant experience, or an equivalent combination of education and experience. Preference will be given to applicants with a Degree in Business Administration or Public Administration.
2. Extensive professional level experience in business planning, public administration, financial analysis and management practices in a public or private organization.
1. Will possess a demonstrated record of performance, leadership, technical competence, diplomacy, customer focus, innovation/creativity, team advocacy and commitment to results.
2. Extensive supervisory and/or management experience preferably in a unionized environment.
3. Demonstrated ability to develop and support new and innovative business initiatives and partnerships including other levels of government.
4. Demonstrated ability to manage multiple projects concurrently and succeed in a fast-paced work environment.
5. Demonstrated financial management skills developing, implementing and monitoring operational and capital budgets.

6. Demonstrated ability to lead, motivate, coach and coordinate related activities of staff and client groups. Facilitation skills and the ability to work collaboratively.
7. Highly developed conflict resolution and problem-solving skills.
8. Thorough knowledge of legislation, by-laws, and regulations governing relating to municipal services.
9. Intermediate knowledge of the MicroSoft suite of products and experience working with databases such as an asset management system.
10. Excellent verbal, written communication and presentation skills to interact effectively with staff, political representatives and community groups.
11. Possession of a valid Class "G" driver's licence and access to a personal vehicle.

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