

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(ENVIRONMENTAL SERVICES DIVISION - WASTE COLLECTIONS - LOCATION – 1579 BURLINGTON ST. E.)

WASTE COLLECTIONS OPERATIONS OFFICER - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Superintendent, Collection Operations, the Waste Collections Operations Officer will be directly responsible for providing support for the day to day on street operations of the Waste Collection sections at its Operations Centre. The position will be required to perform support duties to the section's in house administered waste collection section. Provide administrative tasks associated with entry, maintaining, ordering, reconciliation and data management of payroll, human resource, employee records and invoicing of all aspects of the waste collection activities. Provide support in driving and operation waste collection packer vehicles (rear-load and side-load).

GENERAL DUTIES

Responds to escalated residential, staff and council enquiries by receiving, evaluating and prioritizing nature of enquiry and entering into computerized Hansen System.

Data entry into PeopleSoft and Hansen for employee and vehicle resources.

Resolves ongoing issues when dealing with residents, staff, councillor offices and visitors at front counter, and supervisors.

Inputs and maintains CVOR (Commercial Vehicle Operator's Registration Certificate) hour logs for staff.

Liaisons with supervisory, customer service, other City of Hamilton sections and divisions.

Monitors and follows-up on inquiries including, but not limited to: solid waste curb side collection activities on behalf of Supervisor and or Superintendent.

Reconciliation and data management of vehicle maintenance records.

When required, works in a variety of adverse conditions outside of an office environment to assist in waste collections (e.g. hot/cold and other usual weather conditions to cover in case of insufficient staff).

Drives waste collection packer (rear-load and/or side-load).

Maintains and secures office documents.

Orders and distributes equipment (clothing, gloves, safety glasses, paper towels, glass cleaner, hand wipes, filter masks, shovels, block heater cords, window scrapers, hard hats, "oops" stickers, first aid kits, circle check books, safety vests).

Orders and maintains office supply inventory for Waste Collection Office and ensure charges are applied appropriately.

Communicates protocols to municipal staff, contractors and the public in person, by telephone or by two-way radio on all waste collection services.

Receives and dispatches calls to the field and forward emergency and priority service requests to and from Supervisor and/or Superintendents.

Inputs and retrieves work orders and route call in bulk requests, enters and retrieves information in Hansen System, balance time cards. Generates reports from a computer based information system.

Records and reports staff absences, modified employees, overtime and vacations.

Advises Risk Management Department of any accidents involving City vehicles, e-mail accident scene pictures and claim reports as well as file copies.

Assists in scheduling Health & Safety training, computer courses and skill sessions when requested by Superintendent.

When required as a condition of follow up action, coordinates with other agencies such as Bylaw Enforcement (e.g. illegal dumping).

Receives daily weather reports and dispatches to the field supervisors in a timely fashion. Keeps Foreperson and Superintendent apprised of storm warnings and storm alerts.

Liaises with all levels of management, Supervisor, elected officials, other departments, outside agencies and contractors by telephone, in person, e-mail and fax on behalf of Superintendent as requested.

Prepares outgoing mail, including Registered Mail and makes arrangements with courier for pick up and delivery.

Working knowledge of Vailtech tax system to research property information such as number of dwelling units, property classification etc.

Prepares and completes forms, charts, lists, reports, letters, agendas and monthly meeting minutes as directed.

Maintains and updates manuals and lists such as Hansen and telephone lists.

Performs other duties as assigned which are directly related to the responsibilities of the position including keeping office clean and organized.

Works 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. Demonstrated experience to perform with confidence in a customer service capacity and possess good conflict resolution skills.
2. Demonstrated experience to relate to the public, elected officials and staff. Must possess good verbal and written communications skills.
3. Considerable experience in waste collection
4. Excellent knowledge of operating standards and waste collection procedures.
5. Mechanical knowledge of waste collection vehicles (to review daily repairs and invoice reconciliation).
6. Must be able to operate garbage and organics loader vehicles, including hydraulic tipper.
7. Thorough understanding and experiencing using PeopleSoft and Hansen software.
8. Excellent interpersonal skills, demonstrated tact and professionalism in dealing with the public.
9. Ability to organize and prioritize multiple tasks/assignments in order to meet deadlines.

10. Knowledge of Corporate policies and procedures including OH&S.
11. Demonstrated experience in an office environment, normally acquired through a combination of education and relevant work experience.
12. Must possess initiative and good judgement. Must be able to work independently and function well in a high pressure and stressful environment.
13. Excellent knowledge of computer applications in a Windows environment, working knowledge of Windows, PeopleSoft, Microsoft Word, Excel and Outlook, Hansen, Geo Media and GIS and Vailtech. Ability to input data at an acceptable speed.
14. Working knowledge of AVL, Avantis Fleet Management, server-based GPS and dashcam technology used to track the location of mobile assets (Waste Collection Fleet).
15. Preference will be given to applicants with progressive experience in a waste collection environment.
16. Must possess a Class "DZ" Driver's Licence

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