

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(ENVIRONMENTAL SERVICES DIVISION – FORESTRY & HORTICULTURE - LOCATION – GAGE PARK)

SUPERINTENDENT HORTICULTURE

SUMMARY OF DUTIES

Reports to the Manager of Forestry and Horticulture. Provides strategic leadership to a multi-functional work group engaged in the delivery of operational and maintenance programs related to horticulture affecting the public interest, internal and external customers. Researches, develops and recommends related operations and maintenance strategies, policies/procedures and programs. Oversees the operation, maintenance and programming associated with the Gage Park Production Greenhouses and Tropical Greenhouse.

GENERAL DUTIES

Uses a best practices approach to strategically manage employees, service delivery and programs related to the delivery of horticulture related operations and maintenance programs by ensuring effective and efficient use of staff, financial, equipment and technological resources.

Ensures customer focused, high quality and timely delivery of services in compliance with Federal, Provincial and Municipal legislation and guidelines within approved budgets and in compliance with corporate policies.

Researches, develops and recommends horticulture operations and maintenance strategies, policies and programs. Designs implementation plans to introduce new/revised strategies, policies/procedures, etc. and monitors outcomes.

Assists the Manager in responding to various corporate, community or government proposals for service initiatives, changes or program enhancements. Develops and recommends the implementation of performance standards, training requirements, work procedures and advanced technical program standards.

Evaluates, prepares and reports on the Section's financial, administrative and staff performance against internal and external benchmarks. Sets above average standards and leads by example.

Participates directly in the strategic planning and direction of the Horticulture Section of Public Works.

Plans and controls program delivery including procurement of materials, equipment and services required to support staffing and meet program delivery objectives. Oversees and monitors operational contracts and tendered services.

Provides strategic leadership, coaching, motivation and direction to subordinate staff and the Section including technical support, scheduling, coordination, supervision and guidance as appropriate. Builds and encourages employee commitment to customer service and a high level of performance in all areas of operational service delivery. Develops and empowers staff through delegation of responsibilities and accountabilities, through regular coaching and feedback and by providing development opportunities and technical direction. Coordinates training of staff to enable cross-functionality and to support corporate and individual goals.

Assists in developing, managing, forecasting and monitoring current and capital budgets and inventory and ensures that program/service costs remain within approved budgets. Provides cost estimates and forecasts, analyzes variances and recommends budget appropriations. Uses performance standards, specifications, work programs and procedures to ensure effective cost control of allocated capital and operational budgets. Monitors cost control reports and statistical data.

Performs record keeping functions to ensure the documentation of work activities by completing work orders, reports, time cards, absentee forms, vacation scheduling, and daily diary entry of activities, work schedules and programs.

Prepares and presents reports to the Manager of Forestry and Horticulture, Director, Senior Director, General Manager, Senior Management Team, Committee and Council.

Establishes and maintains an effective network of communication between senior management and subordinate staff, various public and private sector agencies, user groups, constituents, civic departments and other levels of government.

Promotes teamwork within the Horticulture Section and with other parties participating in cross-functional and cross-program initiatives.

Determines and co-ordinates annual/seasonal work programs by planning, organizing and scheduling of work activities and equipment for employees, including students, hired equipment and contractors. Identifies and rationalizes a list of specific projects relative to the area of responsibility through proper investigation, cost estimating and the setting of priorities.

Interprets and ensures compliance with government legislation/guidelines, corporate and departmental policies and procedures and collective agreements such as the Occupational Health and Safety Act, WHMIS, etc.

Prepares tenders, quotations and implementation strategies for horticultural related operations and maintenance projects. Evaluates issues and prepares estimates. Implements and monitors regular horticulture related maintenance inspection programs.

Investigates, evaluates and implements solutions and prepares written reports to citizen and Council complaints/requests. Attends public meetings to present the City's position/actions to the public, media and outside government agencies.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required. Ensures that all employees/contractors/consultants perform work in accordance with applicable health and safety legislation and other mandated requirements and initiates/recommends corrective action as appropriate.

Acts on behalf of the Manager in his/her absence on departmental management team or other assignments as required.

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.

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

QUALIFICATIONS

1. Proven demonstrated knowledge of theories and practices of horticulture and/or environmental sciences normally acquired by attaining a degree or diploma in a related horticultural field or equivalent.
2. Demonstrated knowledge of horticulture and/or environmental sciences theories, practices and trends to manage large operations and maintenance contracts and projects, including reviewing, approving and implementing work plans and project budgets, maintenance and operating standards, procedures and materials and inspection programs and requirements, etc.
3. Must have a thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section and a working knowledge of related corporate policies and procedures.

4. Considerable demonstrated project management experience, preferably in a municipal environment with previous related operations and maintenance project management experience related to horticulture operations and maintenance, including experience with field techniques and site inspections.
5. Must have a proven record of leadership and guidance, technical competence, customer focus, innovation and creativity, team advocacy, delegation and empowerment and be committed to results.
6. Demonstrated ability and experience in managing a multi-disciplinary staff in a unionized, results oriented, customer-service focused environment.
7. Demonstrated knowledge of health and safety legislation and applicable regulations as it relates to the position. Core certification training would be an asset.
8. Highly effective project management, leadership, facilitation, written and oral communication, presentation, interpersonal, time management and organizational skills to work in a deadline driven environment.
9. Ability to deal effectively with elected officials, representatives of other levels of government, management, community groups/associations/organizations, peers, staff and the general public.
10. Must possess a valid Class "G" Driver's Licence with provision of a vehicle by the applicant for use on the job.
11. Strong conflict resolution, decision making and problem-solving skills.
12. Working knowledge of computer software applications including Microsoft 365 (Office), Hansen, PeopleSoft, ArcGIS Online etc. or equivalent.