

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(OPERATIONS & WASTE MANAGEMENT DIVISION – ENVIRONMENTAL SERVICES – PARKS & CEMETERIES SECTION – LOCATION – VARIOUS)

DISTRICT INVESTIGATOR (PARKS) - CUPE 5167

SUMMARY OF DUTIES

Reporting to District Supervisor Parks, will respond to program inquiries and complaints requiring field investigation and follow up (i.e. with staff, contractors or complainant) and address resolution through either: work order generation, recommendations or direct action.

GENERAL DUTIES

Investigates and responds to inquiries, complaints/claims related to the delivery of Parks programs within an assigned District involving the following actions:

- Receives and investigates public inquiries with respect to Parks operations and liaises with the public, various internal departments and outside agencies.
- Reviews site conditions and 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 action to the Superintendent
- Inputs and retrieves 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 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 service vehicle and performs labour activities as may be required in support of program delivery or direct response to complaint resolution, as appropriate (e.g. load and unload equipment and debris as required/directed).

Requests and receives underground utility locates and operates maintenance equipment as required in support of program delivery.

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.

Coordinate and oversee contracted work.

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

QUALIFICATIONS

1. Thorough understanding of, and ability to represent all programs and service levels provided by the Parks Districts in relation to complaint and inquiry investigations and response.
2. Demonstrated knowledge and thorough understanding of all programs and service levels provided by the Parks Districts in relation to complaint and inquiry investigations and response obtained through previous substantial work experience in parks maintenance.
3. Demonstrated knowledge of general construction practices and techniques, and all relevant workplace health and safety regulations and requirements applicable to operating environment and contexts.

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4. Previous experience in general construction practices and techniques relevant to parks operations programs and services. Knowledge of all relevant workplace health and safety regulations and requirements applicable to operating environment and context.
5. Ability to read and understand detailed construction drawings.
6. Working knowledge of all parks programs and related activities such as:
 - Parks Maintenance (turf management, pest controls, sports field maintenance, etc.)
 - Trail Maintenance (patching, levelling, grading, drainage etc.)
 - Turf Maintenance (IPM-IPHC programs, Weed and Pest Tracking)
 - General Maintenance (litter control, downtown programs, react to graffiti, emergency response, etc.)
 - Electronic Data Management (Use of APS system, HANSEN for capturing costs and issuing work orders)
7. Ability to assist in developing capital and operating budget estimates as they relate to specific projects and/or program enhancements.
8. Ability to interpret and instruct others in regards to written policies and procedures, including by-laws, Federal and Provincial Acts.
9. Must possess excellent written and verbal communication skills.
10. Must be proficient in the use of a computer and various software programs; e.g. Word, Excel, Microsoft Outlook, Hansen and database software.
11. Must possess a valid class "G" Drivers Licence.
12. Valid class "D" Licence with a "Z" endorsement considered an asset.
13. Certified Parks Technologist designation would be an asset

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

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