

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

WASTE MANAGEMENT DIVISION – WASTE COLLECTIONS SECTION – LOCATION – 1579 BURLINGTON STREET EAST / 71 MAIN STREET WEST

SUPERVISOR - WASTE COLLECTIONS - CUPE 1041

SUMMARY OF DUTIES

Reporting to the Superintendent, Waste Collection Operations, this position provides front line supervision, co-ordinating the daily work unit through planning, organizing, scheduling, managing and directing to ensure safe and efficient operations and effective service delivery.

SPECIFIC DUTIES

Provides technical instruction to staff ensuring the safe and efficient curb side collection of municipal solid waste and delivery of the City's Downtown Cleanliness Program including public space litter container services, sidewalk sweeping/power washing, and other related activities.

Provides operational and technical knowledge for the procurement of waste collection vehicles working closely with the City of Hamilton's Fleet and Procurement sections.

Co-ordinates in-house waste collection activities, constantly evaluating operations and comparing to Key Performance Indicators to provide a safe and efficient environment to ensure same day curb side collection and/or public space litter collection and sidewalk cleaning operations in the downtown core.

Co-ordinates operations with other internal business units such as Waste Collections Customer Service, By-law Enforcement and other agencies such as Police, Traffic, Capital Planning and Implementation, Ministry of Transportation of Ontario (MTO) and Ministry of Labour (MOL)..

Instructs employees on policies, programs, by-laws, work methods and procedures for assigned duties.

Directs and supervises waste collection staff and staff assigned to downtown cleanliness operations, providing effective project implementation and cost control.

Plans, schedules and administers activities such as:

- Residential organic/garbage collection in a dual or single stream packer vehicle (1 or 2-person crew)
- Residential leaf & yard collection
- Call in / online requested bulk collection service
- Christmas tree collection service
- Special community clean-up events
- Public space litter container collection service
- Power washing/steam cleaning operations of sidewalks, litter containers and street furniture
- Mechanical sidewalk sweeping operations
- Downtown Business Improvement Area manual collection service
- Alleyway maintenance for illegal dumping activities and waste collections

Reads and interprets maps, specifications, legislation and standards to achieve desirable quality control for cleanliness and curb side collection activities, such as

- Occupational Health & Safety Standards

- City of Hamilton Solid Waste Management By-Law
- Employee Standards Act
- C.U.P.E. 5167 Collective Bargaining Agreement
- City of Hamilton Street By-law
- Ministry of Transportation specifications
- Ministry of Labour specifications
- Zoning and land-use maps

Liaises with various special event organizers, community groups, Business Improvement Associations, Special Events Advisory Team to help facilitate the planning, co-ordinating, site preparation, set up, dismantle and assist with the provision of special events such as parades and road races and community clean up events.

Provides technical instruction on equipment operation and routine maintenance on a broad range of specialized equipment (ie curb side collection and sidewalk cleaning, power washing and steam cleaning equipment including single stream rear packers, dual stream rear packers, dual stream side loaders, semi automated cart tipping devices, sidewalk sweepers, gum removal equipment, etc.).

GENERAL DUTIES

Determines and co-ordinates the daily work programs by planning, organizing and delegating and scheduling of work activities and equipment for employees, including part-time and work accommodated employees. Requires daily, complex decision-making, using sound judgement, ingenuity, independent thinking and team-building skills to reduce consequence of error and maximize effectiveness of operations in a high public profile environment.

Provides leadership and guidance to and empowers subordinate staff; practises efficient team advocacy measures.

Provides consistent performance feedback and management for subordinate staff, including motivation, supervision, interviewing, hiring, disciplining, guidance and counsel, attendance management and confidential personnel matters.

Plans and provides customer focused service delivery achieves cost effectiveness, timely service delivery, quality control/assurance and continuous improvement.

Interprets and ensures compliance with municipal and departmental policies and procedures such as Attendance Management System and various specific By-laws.

Interprets and ensures compliance with the Occupational Health and Safety Act, W.H.I.M.S., various Provincial/Federal Acts and Collective Bargaining Agreements.

Participates in the evolution of performance standards, performance metrics, key performance indicators, training requirements and work procedures.

Identifies and rationalizes a list of specific projects relative to the area of responsibility through proper investigations, cost estimating and setting of priorities.

Investigates, evaluates and implements solutions and prepares written reports to citizen and Councillor complaints/requests.

Documents the activities of the work unit through completion of reports, timecards, absentee forms, vacation scheduling, daily diary entry of activities, work schedules and programmes as well as the operation of computers and control of inventory.

Provides administration and effective cost control of the allocated current and capital budget through utilization of performance standards, specifications, work programmes and procedures, monitoring of cost control reports and statistical data.

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

Works in a variety of adverse conditions.

Provides instruction and training to subordinates in operation of equipment, application of performance standards, departmental policies and procedures and safety programs.

Recommends and develops new work procedures and technological change to improve work efficiencies.

Responds to emergency situations with a daily awareness of total job functions to be prepared for any job emergency.

Ensures that supplies are readily available by placing orders for all operations. Recommends repair and replacement of parts, supplies and equipment.

Investigates accidents and claims which may involve City employees and vehicles and personal injury accidents and property damage and evaluates the same suggesting future preventative solutions.

Responsible for ensuring daily documentation required by subordinate staff is completed, accurate and provided within specified timeframe (ie. Daily circle checks of vehicle, CVOR required documentation, accident reporting, etc.).

Attend meetings on an "as required" basis as a sectional representative.

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

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate, departmental, divisional and sectional policies and procedures related to occupational Health and Safety.

QUALIFICATIONS

1. A member of, or eligible for certification with the Ontario Association of Certified Engineering Technicians and Technologists (OACETT) or other equivalent certification or Solid Waste Association of North America (SWANA) Certified Collection System Manager program certification preferred.
2. Demonstrated proven knowledge and experience in municipal waste collections including industry trends.
3. Previous demonstrated supervisory experience required which includes experience in directing and supervising subordinate staff in an operational environment and work in a unionized work environment; delegating, guidance, coaching, mentoring, conducting performance appraisals, staff empowerment and identifying training requirements, conducting discipline and corrective action when required. Monitoring attendance and following protocol of attendance management system.
4. Demonstrated previous experience in designing, managing, and implementing customer focused service delivery programs in a large, unionized environment.
5. Strong evidence of superior customer service skills which includes anticipating customer requirements and addressing customer needs to a satisfactory conclusion.
6. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
7. Highly effective facilitation, presentation, interpersonal and organizational skills. Demonstrated ability to

communicate effectively, both orally and written form.

8. Ability to positively work independently and as a team within a unionized environment.
9. Thorough knowledge of relevant legislation such as Ministry of Labour, Ministry of Transportation and of the Occupational Health and Safety Act and its regulations they apply to the job duties.
10. Occupational Health & Safety Certificate preferred.
11. Sound knowledge of Microsoft Office programs including Word, Excel, Outlook.
12. Ability to measure program performance and make recommendations for goals and objectives of the unit.
13. Strong leadership skills and ability to model desired behaviours and cultural values of the organization.
15. Previous experience in administration of operating and capital budgets and experience with cost control reports and budget forecasting.