

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

TRANSIT DIVISION – LOCATION - MOUNTAIN TRANSIT CENTRE - 2200 UPPER JAMES STREET

ATTENDANCE MANAGEMENT ADMINISTRATOR

(1 PERMANENT FULL TIME POSITION)

SUMMARY OF DUTIES

Reporting to the Manager of Transit Operations, is responsible for the administration, analysis, creation, and implementation of the attendance management system, programs and processes for the transit division. Working in compliment to the overall Corporate Attendance Support Program and Return to Work services. Provides guidance to staff in a multi-functional diverse workforce engaged in delivery of services to the public by planning and supporting all aspects of attendance management.

Responsible and accountable for supporting the achievement of operational goals and objectives through the availability of staff. Effective and efficient use of financial and staff resources providing leadership to staff and support to transit leadership team related to attendance. [The position will support the execution of, and adherence to Human Resources policies, procedures and guidelines that affect attendance issues.](#)

Creates, analyzes, evaluates, reports and recommends on the sections staff performance against internal and external benchmarks related to attendance management. Designs and implements strategies to improve effectiveness and efficiency aligned to the divisional goals and objectives and within the overall Corporate Attendance Support Plan. Sets above average standards and leads by example.

Responsible for compliance to legislated requirements including: the Occupational Health & Safety Act, Workplace Safety Insurance Board, Employment Standards Act,

RESPONSIBILITIES

Assumes accountability and responsibility for implementing strategies in support of attendance management programs for transit division. Ensure service quality, cost effective and timely service delivery and legislative compliance and monitors the progress of major attendance support program initiatives.

The position is accountable to the Manager of Transit Operations for ensuring all attendance support measures are consistent with the City of Hamilton mission and vision.

GENERAL DUTIES

Implements programs, procedures, processes and control measures to direct the Attendance Management Program specific to the Transit division.

This involves:

- Taking the lead role in defining procedures and guidelines within transit for the Attendance Support Program and workforce availability. Creating, developing and implementation related to short/long range plans.
- Analysing trends and factors affecting absenteeism; Consultation with the transit leadership team to help support service delivery and business operations.

- Provide unhindered support and consultation to all levels of management; Superintendents, Managers and the Director on issues related to absenteeism and attendance management. Provide advice and guidance on control measures, procedures and processes.
- Deal with complicated attendance and absenteeism related individual cases, maintain, monitor and track records, and ensuring that they are resolved at the effectively and efficiently at the earliest.
- Ensuring that all employees are treated fairly, with dignity and in accordance with Corporate policy, Union Agreements and applicable Government legislation.
- Ensuring that working groups are taking appropriate action to reduce their absence rates to meet their committed goals.
- Make recommendations to the managers and Director of Transit on project priorities, means of resourcing and related cost implications.
- Preparing and presenting various reports, analyses and recommendations related to the work.
- Develops plans and supports policies, makes recommendations to the Manager on project priorities, means of resourcing and related cost implications.
- Ensures that appropriate action is recommended for employees who do not work in compliance with attendance management policies and procedures.
- Promotes teamwork and integration within Transit, with other Divisions, Departments and other parties participating in cross-functional, cross-program stake holder initiatives.
- Respond to issues and queries raised by Council as channelled through the Director on all aspects of absenteeism.
- Responsible for the establishment, maintenance and monitoring of quality assurance and continuous improvement programs in attendance support programs.
- Performs other related duties as assigned.

QUALIFICATIONS

1. Knowledge of business administration theories/practices usually acquired by completing a community college diploma or university degree in Business Administration, Human Resources, Social sciences, Psychology or related program and or relevant progressive work experience.
2. Technical expertise related to attendance management and related programs, including in-depth knowledge of transit operations. Demonstrated progressive management experience coupled with demonstrated management training/education.
3. A thorough knowledge of employment and related legislation (e.g. Employment Standards Act, Human Rights Code, Labour Relations Act, Workplace Compensation Act), and sound human resources practices.

4. Proven consultation skills at all levels within the organization, which demonstrates an ability to apply a broad perspective requiring an integrated knowledge of human resources management, related disciplines and business processes.
5. Demonstrated ability and experience in working with a large staff in a unionized, results oriented environment with a strong track record of managing employee relations in a multi-functional diverse workforce.
6. Possesses a demonstrated record of guidance, data analytics, customer focus, innovation / creativity, team advocacy, empowerment and staff development and is result orientated.
7. Previous experience implementing policies, procedures and guidelines. Demonstrated experience with quality assurance, continuous improvement and change management programs
8. Highly effective leadership, facilitation, presentation, interpersonal and organizational skills. Strong verbal and written communication skills
9. Thorough understanding and experience in designing and delivering customer focused programs and services.
10. Ability to deal effectively and tactfully with elected officials, representatives of other levels of government, management, peers, staff and the general public.
11. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
12. A thorough knowledge of computer software applications, Microsoft Outlook, Word, Excel, PowerPoint and database applications. Knowledge of PeopleSoft and Trapeze would be strong asset.
13. Applicants must be available for rotating shifts including days, afternoons, nights and weekends.
14. Must possess a valid Class "G" Ontario Driver's Licence.

NOTE 1:

Applicants must be available for rotating shifts including days, afternoons, nights and weekends.

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