

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT **ENVIRONMENTAL SERVICES – PARKS & CEMETERIES SECTION – LOCATION – VARIOUS**

CEMETERY INVESTIGATOR – 5167

SUMMARY OF DUTIES

Reporting to Supervisor Cemeteries, 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 Cemetery operations involving the following actions:

- Receives and investigates public inquiries with respect to Cemetery operations and liaises with the public, various internal departments and outside agencies.
- Investigate complaints at all satellite cemeteries – Repair or recommend solution to the appropriate Supervisor.
- 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.
- Responds to and investigates various emergency conditions and requests Police, Fire, Emergency Services, Risk Management and various Provincial Ministries to evaluate situational requirements and where practicable, initiates corrective action within established policies.
- Investigates contracted work to ensure compliance with the contract.

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.

Coordinate and oversee contracted work, i.e. tree inspection and removal, monument restoration, property maintenance, fence repairs/replacement.

Document and keep database of tree inspections and winter road inspections.

Liaison with memorial dealers and funeral homes for all inquiries

Complete monument inspection program, maintain database, and determine solution for repair/replacement. Allocate funds from care and maintenance fund for priority work.

Complete inspections on all cemetery properties. Writes detailed reports and records required data and site conditions; determines and recommends appropriate corrective action to the Superintendent.

Where appropriate, 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.

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

QUALIFICATION:

1. Through understanding of, and ability to represent all program and service levels provided by the Cemeteries section in relation to complaint and inquiry investigation and response.
2. Progressive experience in the cemeteries environment with knowledge of Cemeteries Acts, legislation, bylaws, and policies & procedures, normally acquired by a combination of education and/or extensive work experience in cemeteries maintenance.
3. Demonstrated knowledge and thorough understanding of all programs and service levels provided by the Cemeteries section in relation to complaint and inquiry investigations and response obtained through previous substantial work experience in Cemeteries operations.
4. Demonstrated knowledge of general construction practises and techniques, cemetery operations, and all relevant workplace health and safety regulations and requirements applicable to operating environment and context.
5. Ability to read and understand cemetery maps, lot cards, and other relevant cemetery documentation.
6. Working Knowledge of all Cemetery programs and related activities such as:
 - a. Monument inspection, installation and foundations
 - b. Turf Maintenance
 - c. General Maintenance
 - d. Technical cemetery-based knowledge on maintenance and overall operation of Cemeteries
7. Ability to assist in developing capital and operating budget estimates as they relate to specific projects and/or program enhancements.
8. Must possess excellent written and verbal communication skills
9. Must be proficient in the use of a computer and various software programs, e.g. Word, Excel, Outlook, HMIS for Windows
10. Must possess a valid class "G" Drivers Licence.
11. Valid class "D" Licence with a "Z" endorsement is considered 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.