

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

ENVIRONMENTAL SERVICES DIVISION- LOCATION – 77 JAMES ST N SUITE 400)

PROGRAM COMPLIANCE OFFICER

SUMMARY OF DUTIES

Reporting to the Manager of Business Programs, this position is responsible for evaluating divisional training needs, develop, organize and deliver training programs to new and existing staff (unionized, non-union, management, train-the-trainer and volunteers) within the division to improve employee performance and ensure compliance with applicable legislation, regulations, policies and procedures. Coordinate large scale recruitment initiatives for the division. Deliver wide ranging, innovative training on such topics as on-site workplace occupational health and safety training, driver and equipment training, divisional new employee orientation, divisional/departmental policies, divisional/departmental computer systems, intra-departmental services, organizational guidelines (i.e., human resources, purchasing, driver safety compliance manual, etc.) and legislative changes.

The Officer will ensure that the vehicle operators and the measurement program meet or exceeds compliance of all legislated requirements including: The Commercial Vehicle Operator's Registration (CVOR), Occupational Health & Safety Act, Employment Standards Act, Highway Traffic Act (HTA) and all applicable Corporate Policies.

GENERAL DUTIES

Develops a Divisional training plan by identifying and assessing needs and skill requirements. Involves reviewing the quality, quantity and performance of staff as identified in the employees Performance Accountability and Development (PAD) plan.

Identify training and development needs to achieve and maintain optimal performance including mandatory, legislative and professional development courses.

Develop and update divisional training policies and procedures, goals and objectives and design, evaluate and collate employee evaluation forms for training programs.

Liaise with various provincial ministries and other professional organizations with respect to training requirements.

Assist in the design of tests for new hires, staff seeking promotions, etc from an operational and end-user perspective Design, deliver and/or facilitate introductory training programs for operational staff, summer students and students on work placements.

Coordinate and monitor internal and external divisional trainers, assess training needs of existing and new staff. Conduct, facilitate, and coordinate training programs to existing and new staff. Liaise with Managers and Supervisors with respect to training needs, evaluation and performance of staff.

Monitor, evaluate and follow-up divisional training on a regular basis to ensure course material is up-to-date, to change training methods as required and to ensure divisional compliance with mandated training requirements and industry standards

Maintain a divisional training records in corporate database to track the training requirements of all divisional positions and the status of training of the staff within the positions (i.e., maintain divisional training matrix). Prepare monthly training status reports and schedules.

Develop, manage and recommend training and educational budget requirements for the division in accordance with City and divisional policies. Coordinate all large-scale recruitment activities for the division i.e. Waste Collections, Parks

Job Description #: 7437

Operations, Heavy Equipment Operators etc and develop and coordinate orientation and staff on-boarding initiatives. Authorize payments and reimbursement for training courses and programs.

In coordination with Fleet, deliver and ensure delivery of content of high quality professional custom courses/presentations such as but not limited to Driver Improvement Course, Driver Safety and Compliance Manual, Pre-Trip Inspections, Air Brake Training, Seasonal Driver Training, Hours of Service, Trailer Training, backing up, etc.

Monitor evaluate and report driver performance; provide support and coaching for driver development and provide recommendations for driver improvements utilizing fleet management and telematics solutions.

Support management with collision investigations, when required.

Participation in management – only meetings, budget submissions, operational reviews and staffing levels.

Provide input on health & safety practices and policy as relevant to drivers, vehicles, and HTA compliance.

Coordinate training and record keeping for on-road observation and provide assistance to supervisors and drivers as necessary.

Assist in enforcement of City of Hamilton policies and procedures regarding drivers and compliance.

Create and maintain driver files as per city and provincial regulations with respect to all aspects of driver training, evaluating, and monitoring.

Work flexible/extended hours on short notice to provide service to user groups with staff on afternoon or night shift.

Other duties as assigned or requested by management. Perform other duties as assigned which are directly related to the normal performance of the job.

QUALIFICATIONS

1. Post-secondary education in a professional discipline related to Human Resources, adult education, driver / equipment training or Health and Safety combined with training program experience within a large-scale operation in the fleet, equipment, or related industry, or an equivalent combination of education and/or relevant experience.
2. Certification and/or experience in utilizing adult learning techniques, be comfortable presenting training material and performance measures to a variety of audiences.
3. Previous training program experience, noting that experience in a public works environment would be an asset.
4. Demonstrated experience in developing and implementing needs assessment strategies, instruments and analysis.
5. Demonstrated experience and ability to research, analyze and design training packages.
6. Demonstrated ability to design and deliver training programs in a variety of media including presentations, leader guides, participant manuals and handouts
7. Superior proven communication skills, both oral and written to deal tactfully with staff, external agencies and the general public.

Job Description #: 7437

8. Superior computer skills with Microsoft Word, Excel, Outlook, and PowerPoint applications. Ability to create complex spreadsheets linking data from multiple spreadsheets to create high quality charts and graphs and reports. Ability to produce professional PowerPoint presentations complete with video and animation.
9. Excellent organizational and project management skills. Demonstrated ability to organize work, set priorities and meet multiple deadlines.
10. Knowledge of all applicable corporate policies and relevant legislation (i.e. Training and education policies, Workplace Occupational Health and Safety Act, National Safety Code and Book 7 etc.).
11. Possession of a valid Class "G" driver's licence and access to a personal vehicle.

NOTE 1:

Due to the nature of the work performed, this position will be required to work flexible hours to support the operational requirements of trainees.

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