

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT **(TRANSPORTATION, OPERATIONS & MAINTENANCE – BUSINESS INITIATIVES)**

TRANSPORTATION BUSINESS SERVICES CO-ORDINATOR

SUMMARY OF DUTIES

Reporting to the SPM of Business Services, the Business Services Co-ordinator is an integral part of the Business Services team.

The Co-ordinator is accountable for achieving departmental goals and objectives through the effective and efficient use of financial and staff resources; uses a "best practices" approach to develop and deliver quality services in a timely and cost effective manner; recommends and implements strategies to improve effectiveness and efficiency; instils a customer service focus in all activities within scope of responsibilities.

Recommends policy and improvement strategies in the delivery of services to meet mandated goals and objectives and evaluates financial, administrative and staff performance against internal and external benchmarks.

Practices a demonstrated record of leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development and is results oriented. Functions as a coach to subordinate staff.

GENERAL DUTIES

Assumes responsibility for administrative functions within the Business Services Section, including day-to-day financial management of programs and employees engaged in the Sectional Maintenance Management System (MMS) including financial analysis, and data entry processes and procedures.

Assists with preparation of the operating and capital budgets. Forecasts, prepares and co-ordinates expenditure/revenue budget exception variance analysis and year end forecasting. Reports major monthly variances and recommends mitigation measures/strategies. Conducts regular compliance audits and identifies variances and implements corrective action mitigating potential impacts to service delivery.

Co-ordinates the administrative functions within the group to ensure safety, service quality, cost effective and timely delivery of services. Creates standard operating policies, procedures and work instructions for the Business Services section.

Co-ordinates the administrative functions within the Section to ensure safety, service quality, program delivery, cost control and effective and timely delivery of services.

Supervise staff providing customer service and administrative services for the TOM division which includes hiring, orienting, training, supervision, evaluating and disciplining staff on a day to day basis.

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 directly related to the responsibilities of the position.

QUALIFICATIONS

1. Advanced knowledge of accounting procedures normally acquired through the completion of a University Degree in Business Administration, Commerce, Economics or a professional accounting designation; or an equivalent combination of education and relevant work experience.
2. Demonstrated supervisory experience required with significant experience with financial controls and major enterprise financial/statistical systems.
3. Must have experience working in a computerized accounting environment. Experience in the finance/accounting section of a large unionized and highly diversified public or private sector organization would be an asset. Must be computer proficient and have the ability to integrate automated and manual computerized programs.
4. Must have thorough knowledge of Generally Accepted Accounting Principles and Practices including knowledge of budgeting, accounting and finance processes and practices.
5. Excellent interpersonal and communication skills with the ability to deal diplomatically with all levels of management, staff and public.
6. Developed analytical, mathematical, statistical and problem solving skills with the ability to review and analyze legislation, agreements and/or program documents.
7. Must have proven planning, organizational and time management skills.
8. Familiarity with and the ability to understand municipal legislation.
9. Must be able to work/act independently and in a team environment with the ability to manage multiple assignments and operate within tight time restrictions.
10. Knowledge of Municipal Fund Accounting principles and practices, internal control procedures, policies and practices and government financial reporting regulations, guidelines, policies, etc. would be an asset.
11. Knowledge of human resource management processes and the collective agreement would be an asset.
12. Ability to effectively, tactfully and professionally communicate and interact with the Director, Manager, Superintendents, Supervisors and other staff, suppliers and contractors, internal partners and external clients, and Councillors respecting confidentiality requirements.
13. Proven experience and knowledge in the use and operation of Hansen or equivalent maintenance management software. Demonstrated ability to analyze, interpret, report, forecast and monitor service levels, program delivery and financial information. Experience in evaluating, developing and adjusting programs and services against operational standards and budgetary allocations.
44. Thorough knowledge and understanding of corporate policies affecting the department/division/section and previous experience.
15. Proven experience and knowledge in inventory management, inventory processes and controls, technical specification preparation, and purchasing preferably in a municipal environment.
16. Proven experience and knowledge in the use and operation of Hansen or equivalent maintenance management Software.
17. Must possess excellent writing, communication, organizational and diplomacy skills.
18. proven experience and knowledge in providing quality customer service.

19. Proven experience and knowledge in project management.
20. Superior knowledge of the Occupational Health and Safety Act and Regulations.
21. Formal management/supervisory training or experience.
22. Knowledge and understanding of the use of the "business case" in making management decisions.
23. Effective leadership, facilitation, communication, interpersonal and organizational skills.
24. Demonstrated ability to effectively manage staff in a results oriented environment and in a predominantly unionized environment.
25. Ability to deal effectively with management, peers, staff, suppliers, internal and external clients, and the general public.
26. Thorough knowledge of computer software applications.
27. Valid Ontario Class "G" drivers' licence.

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