

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(TRANSPORTATION OPERATIONS AND MAINTENANCE DIVISION – TRANSPORTATION OPERATIONS –
LOCATION – 1375 UPPER OTTAWA STREET)

LIGHTING & ELECTRICAL INFRASTRUCTURE COORDINATOR – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Project Manager of Street Lighting & Electrical, the Street Lighting Coordinator provides administrative, customer service and technical support to the team within the Transportation Operations Section.

GENERAL DUTIES

Assumes responsibility for technical and administrative functions within the Signals, Systems and Street Lighting team, including day-to-day management of service delivery programs, which entails customer interaction via phone/email, asset and work order database input/extraction and analysis, and GIS mapping. These programs are vital to support the Street Lighting program in providing cost effective services to the City of Hamilton.

Ensures technical and administrative services are provided to Street Lighting in the most effective and efficient method possible. Co-ordinates the work accordingly to ensure service quality, cost effective and timely delivery of services.

Receives, tracks and answers inquiries from councillors, staff, other departments, public and outside agencies and tracks inquiries to resolution and/or provides interim status updates as required and reports on final disposition of inquiry; performs reception duties; takes and relays messages as required.

Responds to, monitors and follows up on customer enquiries by receiving, evaluating and prioritizing nature of enquiry.

Completes updates to the signals and street lighting datasets maintained through the use of GIS platforms, database and work order management softwares. Uses records such as construction/electrical drawings, work order maps or sketches to maintain accurate asset datasets.

Provides support to the transition to Enterprise Asset Management (EAM) integrating calls, data entry, and work order issuance.

Conducts data analysis, entry, extraction and analysis using software-based spreadsheets, GIS tools and work order management system(s).

Prepares documents/reports for external regulatory agencies such as the Electrical Safety Authority (ESA), Hydro One, Alectra, etc., to support electrical connections, billing and inspection.

Uses a “best practices” approach to develop and deliver quality services in a timely and cost-effective manner; recommend and implements strategies to improve effectiveness and efficiency.

Co-ordinates and administers related special projects as required.

Provides suitable resolutions to issues in accordance with governing bylaws and departmental policies.

Coordinates schedules and arranges for meetings using MS Outlook for staff, public consultation, maintains calendar. Books facilities organizes the delivery of presentation equipment and prepares necessary documentation.

Maintains an office/network filing system, including confidential files, reference materials, reports, and general correspondence.

Develops notices, information packages, spreadsheets and charts for staff, other departments, elected officials, the public and outside agencies; prepares press release information, fact sheets and communiqués as required.

Coordinates arrangements for staff training and attendance at courses, workshops and conferences as required.
Coordinates general office functioning tasks.

Tracks invoices and monitors outstanding balances; prepares and processes cheque requisitions and purchase orders; checks and verifies monthly expenditures.

Assists and supports on multiple activities in ensuring divisional deadlines are adhered to and established procedures are followed.

Assists in coordinating and tracking activities undertaken by contractors and vendors as it applies to the position.

Processes and aids in supporting street lighting inventory management for materials that are acquired directly by the City or by its agents such as contractors.

Conducts simplified field audits to collect data, verify correctness of GIS, completed works, and general operation of street lights.

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 major responsibilities of the job.

QUALIFICATIONS

1. Proven experience and knowledge in business operations with a strong focus on technical support, and customer service normally acquired by obtaining a Two Year College Diploma in Business Administration, Business Accounting or a relevant discipline with related experience or a combination of equivalent education and relevant work experience.
2. Proven experience and knowledge in the use and operation of work management software, such as Hansen or equivalent maintenance management Software.
3. Proven experience in data manipulation, analysis with strong mathematical acuity.
4. Previous experience organizing for cross functional work units.
5. Superior organizational skills.
6. Demonstrated experience working in a computerized environment. Must possess excellent computer skills with above average knowledge of MS Office Software (Word, Outlook, Excel, and Power Point).
7. Must be able to communicate effectively, both verbally and in written form with all levels of staff and the general public
8. Must possess excellent interpersonal and conflict resolution skills including customer service and a teamwork focus. Previous experience dealing with and relating to elected officials, peers, superiors and the general public with tact and professionalism.
9. Must possess initiative and good judgement. Must be able to work independently and as part of a team.
10. Time management, problem solving skills and the ability to meet multiple deadlines is a must.
11. Knowledge of GIS platforms, electronic software maintenance management systems and Project Management software would be considered an asset.
12. Valid Ontario Class "G" drivers' license.

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

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