

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

ENVIRONMENTAL SERVICES DIVISION – BUSINESS PROGRAMS

LOCATION – 100 KING ST 14TH FLOOR

QUALITY MANAGEMENT COORDINATOR, ENVIRONMENTAL SERVICES

SUMMARY OF DUTIES

Reporting to the SPM of Quality Management for Environmental Services, the Quality Management Coordinator will provide support to a multi-functional workforce engaged in the delivery and direction of services to the public and internal clients. The Coordinator will perform specialized administrative and technical work related to the identification, evaluation, prioritization and implementation of the Division's Quality Management System initiatives including performance measurement, process and continuous improvement, quality planning, operational planning, regulatory and legislative compliance.

Accountable for ensuring that initiatives are delivered in accordance with City and Provincial guidelines through effective and efficient use of financial and staff resources. Using a "best practices" approach, develops and delivers quality services in a timely and cost-effective manner

RESPONSIBILITIES

The Quality Management Coordinator will support the development, operation and maintenance of a divisional Quality Management System and the delivery of various strategic, technical, research, legislative and operational duties related to Environmental Services programming in the areas of Parks Development and Operations, Cemeteries, Forestry, Horticulture and Waste Management to meet the growing needs of the residents and businesses of the City of Hamilton.

GENERAL DUTIES

Support the development, implementation and management of a Quality Management System (QMS) framework and program for the Environmental Services Division for a multitude of programs.

Review and update procedures related to the QMS on a regular basis to ensure that they continue to meet the requirements of the Corporation, Department, Operational Standards, Compliance Reporting and Legislated and Legal requirements.

Support the management team and provide training and support on the Quality Management System and associated initiatives to those within the Division.

Interact with consultants and other levels of government or industry associations on Divisional projects including the preparation of specifications and terms of reference, researching and overseeing the collection of data and reviewing/commenting on consultants reports and recommendations.

Coordinates projects that are of a Divisional and strategic nature and focused on Divisional objectives; Assists in the development of strategic briefings to the Manager; and writes reports, presentations, and other documents as required. Participates in multi-disciplinary teams and represents the Division on projects as directed.

Prepare or review as required, recommendation, technical and performance reports arising out of this area of responsibility for presentation to Manager, Director, General Manager, Council, various committees or community groups of the City.

Performance Measurement

Coordinate the divisional KPI/Performance measurements; provide analysis of trends with an emphasis on dashboard style reporting and support sections with required scorecard information.

Process and Continuous Improvement

Lead or participate in medium to large-sized continuous improvement projects in the Division; conduct process audits to document and identify opportunities for performance improvement and participate in defining project scope and support project charters, analysis and deliverables.

Support change management recommendations in response to identified process improvements and implementation of same.

Quality Management Program

Develop and maintain a framework for the implementation of quality management style processes throughout the Environmental Services Division and ensures it is aligned with the departmental quality management processes.

Utilize Intalex or other document control software to ensure maintenance of the Quality Management System. Maintain a library of regulatory documentation and ensure staff are briefed on and understand any new legislative requirements, ECAs, related permits and procedures. Quality control and review the operating procedures system for the division.

Conduct field and internal audits related to the Quality Management System and work with cross divisional teams to conduct audits to ensure compliance; This may at times include leading the audit, which includes setting the agenda, meeting with management, performing the audit, closing meeting with management and issuing non-conformances.

Operational Planning and Legislative Compliance

Coordinate the implementation of operational initiatives oriented to improve the efficiency and effectiveness of Divisional operations; Provide research and analysis on pertinent issues, develop policy or make recommendations for appropriate action to the Manager.

Ensures all site and Environmental Compliance Approvals and Permit requirements for Divisional sites and facilities are met. Complete applications to amend or obtain new ECAs.

Communicate with regulatory agencies to ensure the City is up to date with any changes applicable to legislated programs. Supports Divisional environmental and legislative needs, coordinates responses and provides advice related to impacts of new or changing legislation.

Prepare or support the preparation of reports to other levels of government or industry associations, ie. RPRA data call, MBN Canada, etc.

Develop reporting mechanisms to ensure operational planning is easily monitored and managed.

Mentor junior staff involved in the above initiatives to instill a culture of performance measurement, continuous improvement, and the need for quality and operational plans with open and transparent communication.

Identify, analyze, and escalate any issues, risks or changes as required.

Ensure compliance with Corporate/Division/Departmental rules, regulations, procedures, policies and safe working practices.

Work 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.

Perform other duties as assigned that are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Proven demonstrated knowledge of the practices and theories of environmental monitoring and regulation normally acquired by attaining a College Diploma or University Degree in environmental studies with emphasis given to regulatory affairs, or an equivalent combination of education and relevant work experience. PMP designation and Lean Six Sigma certification would be considered an asset.
2. Proven experience and knowledge of applicable theories, practices and trends in project management, process improvement, integrated management and quality management systems.
3. Knowledge and understanding of performance measurement and continuous improvement processes in an operations related / public works environment. Proven experience in leading change and deploying continuous improvement programs; public sector and unionized environment an asset.
4. Previous experience working with regulatory affairs and environmental monitoring/protection. Conducting field inspections and applying for an amending Environmental Compliance Approvals. Working with other agencies which may include but are not limited to: Ministry of the Environment, Niagara Escarpment Commission, Conservation Authorities, Environment Canada and various municipal departments/divisions.
5. Ability to lead, motivate and coach diverse teams to obtain cooperation, instill accountability and achieve results.
6. The Quality Management Coordinator will possess a demonstrated record of performance, project leadership, technical competence, environmental diplomacy, customer focus, innovation/creativity, team advocacy and commitment to results. The incumbent will have a high level of personal integrity and will be an excellent communicator.
7. Considerable demonstrated experience in a public works environment with experience and responsibilities for policy/program initiatives and analysis, project management, and change management strategies.
8. Extensive relevant experience in the municipal Public Works environment with relevant business knowledge.
9. Must be self-motivated and capable of working independently and as part of a team. Must excel at planning, organizing, and implementing projects.
10. Highly effective leadership, facilitation, communication, presentation, conceptual problem-solving, interpersonal and organizational skills, with the ability to multi-task and adopt quickly to change.

11. Knowledge of Divisional programs and services; the City's role, function, legislative and policy framework; and current issues affecting local government with an understanding of public sector management accountability framework.
12. Computer literacy and proficiency utilizing Microsoft products (Word, Excel, Power Point, & Outlook), and other software programs which may be required by the Division such as Hansen, Infor EAM, Intelex, MS Projects, Visio, etc.
13. Possess excellent public relations, report writing, and presentation skills and demonstrate the ability to lead and participate on diverse teams.
14. Demonstrated ability to maintain confidentiality, exercise good judgment and discretion in dealing with politically sensitive and labour relations matters.
15. Must possess a valid Class "G" Driver's Licence with provision of a vehicle by the applicant for use on the job.
16. Ability to work outside regular business hours, as required.

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

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