

## **CITY OF HAMILTON**

### **PUBLIC WORKS DEPARTMENT**

### **WASTE MANAGEMENT DIVISION – WASTE POLICY AND PLANNING**

### **LOCATION – 100 KING ST 14<sup>TH</sup> FLOOR**

### **QUALITY MANAGEMENT COORDINATOR, WASTE MANAGEMENT**

#### **SUMMARY OF DUTIES**

Reporting to the SPM of Waste Programming and Compliance in the Waste Management Division and taking Quality instructions from 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 Quality Management 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. In addition, the Quality Management Coordinator will be responsible for the division's internal facility auditing program including coordinating audits, documenting audit results, assigning action items for follow up and providing detailed audit reports to applicable staff.

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 programming in 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 Waste Management 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 Managers and Director; 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 using the BIMA or other tool; provide analysis of trends with an emphasis on dashboard style reporting and support sections with required scorecard information.

Administer the divisional AVL program including generating reports, training staff on procedures, coordinating installation of AVL modems in vehicles and sit on corporate AVL committee as Divisional representative.

### **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**

Maintain the quality management methodologies / processes throughout the Waste Management Division and ensure it is aligned with the Departmental Quality Management System. Lead the coordination of creating new Standard Operating Procedures to support the Divisional operations.

Act as the divisional Intelex software administrator to ensure maintenance of the Quality Management System and the divisional Quality Resource Centre(s). Participate as a member of the Departmental QMS administrator committee. Coordinate the training of staff and the review of standard operating procedures and other documents stored on the Intelex 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.

### **Operational Planning**

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.

### **Quality Management System Conformance and Legislative Compliance**

Ensures, by supporting Operating Groups, that all site and Environmental Compliance Approvals and Permit requirements for Divisional sites and facilities are met. Supports the completion of applications to amend or obtain new ECAs upon request by Operating Groups. Conducts internal site inspections on each Waste facilities as per operational requirements to ensure compliance with ECAs and assigns corrective actions to appropriate staff. Attends MECP inspections of Waste facilities as applicable.

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

Communicate with regulatory agencies to ensure the Division 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 to support City initiatives or satisfy requirements for program funding-

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

Provide support to 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.

Conduct regular reviews of Waste Management vendor WSIB clearance certificate requirements and communicate to staff outcome of reviews.

Provide Divisional support for the implementation of a corporate asset management system.

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 Public Policy, Business Administration, Engineering, Operations Management or 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. ISO 9001, ISO 14001 & ISO 45001 certifications would be considered an asset.
3. Proven experience and knowledge of applicable theories, practices and trends in quality management systems, integrated management, project management—and process improvement.
4. 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.
5. 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, Conservation and Parks, Niagara Escarpment Commission, Conservation Authorities, Environment Canada and various municipal departments/divisions.
6. Ability to lead, motivate and coach diverse teams to obtain cooperation, instill accountability and achieve results.

7. 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 as well as demonstrating a high level of personal integrity and excellent communication skills.
8. Considerable demonstrated experience in a public works environment with experience and responsibilities for policy/program initiatives and analysis, project management, and change management strategies.
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. Proficiency with Intelex and SharePoint. Experience as an Administrator in either would be considered an asset.
14. Possess excellent public relations, report writing, and presentation skills and demonstrate the ability to lead and participate on diverse teams.
15. Demonstrated ability to maintain confidentiality, exercise good judgment and discretion in dealing with politically sensitive and labour relations matters.
16. Must possess a valid Class "G" Driver's Licence with provision of a vehicle by the applicant for use on the job.
17. Ability to work outside regular business hours, as required.