

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

### ENVIRONMENTAL SERVICES DIVISION – PARKS AND CEMETERIES SECTION - LOCATION – VARIOUS

### SENIOR PROGRAM COORDINATOR - CEMETERIES

#### SUMMARY OF DUTIES

Reporting to the Superintendent of Cemeteries, the Senior Program Co-ordinator is responsible for assisting with the maintenance, development, management, regulation, operation and control of cemetery programs and deliverables within the section.

#### GENERAL DUTIES

The position will engage in the full variety of programs and initiatives within the cemeteries program, and act as lead on various projects and new initiatives,

Monitors, reviews and updates the work plans relative to current conditions and best practices, recommending programs, service levels, performance standards, and revisions to the Parks and Cemeteries management team.

Actively assists in maintaining an inventory of the cemeteries assets, by passing along data from the field through the appropriate channels and responds to data inquiries from various internal and external groups.

Assists in the preparation of accurate and detailed cost analysis and estimates for existing and new cemetery program initiatives in the preparation of the annual operating / capital budget and as required.

Obtains cost estimates and quotes for operating and capital projects.

Assists in the preparation of Sectional Operating Plans that ensure efficient and effective utilization of resources in service delivery.

Responsible for the preparation of written or oral reports/presentations as required.

Assist management in the planning, organizing, scheduling, monitoring and guidance of works, materials, equipment for staff or contractors.

Reports major monthly variances and recommends mitigation measures affecting service delivery as required.

Monitors, analyzes and manages Sectional program delivery performance data to ensure that work plan objectives for program performance are achieved.

Develops and maintains current policy and procedures to ensure effective and consistent service delivery relative to changing conditions, demands and regulations.

Conducts regular reviews of all applicable bylaws, regulations, policies and procedures to ensure ongoing compliance.

Assists in establishing and maintaining standard operating plans and program schedules to ensure timely, effective, and efficient delivery of service programs in compliance with all applicable legislative requirements.

Conducts regular compliance audits and identifies variances and implements corrective action.

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Represents the cemetery operating districts or Section on Divisional or Departmental Committees as required and/or working/support groups as assigned. Work will include representing the Section on external working Committees and liaising with partner groups in the community to build effective working relationships.

Maintains appropriate customer service to maintain a high level of integrity and professionalism in the Divisional customer relations.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

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.

Acts as Cemetery Superintendent, when assigned.

Performs other duties as assigned which are directly related to the responsibilities of the position.

### **QUALIFICATIONS**

1. A University/College degree/diploma in a related field and demonstrated experience and knowledge of the theories and practices of cemetery management acquired through professional development in the area of Cemetery Management (for example, Introduction to Cemetery Management Certificate, OACFP)
2. Progressive experience in the cemeteries environment with knowledge of Cemeteries Acts, legislation, bylaws, and policies & procedures, normally acquired by a combination of education and/or extensive work experience in cemeteries maintenance.
3. Demonstrated progressive leadership experience within unionized municipal operations environment including demonstrated competency in successfully managing a diverse portfolio of operations maintenance programs.
4. Ability to effectively communicate and interact with, Superintendents, Supervisors and management staff, suppliers and contractors, internal and external clients, BIA's and the general public in both written and verbal form.
5. Demonstrated commitment to continuous learning to maintain current knowledge of legislation, issues, technologies and best practices related to Divisional operations.
6. Demonstrated experience in developing budget estimates.
7. Experience in evaluating programs and services against operational standards and budget requirements, and developing recommendations for consideration
8. Must possess initiative, good judgement, excellent interpersonal and organizational skills, demonstrated tact and professionalism.
9. Must possess excellent writing, communication, organizational and diplomacy skills.
10. Knowledge of operating standards and construction procedures.
11. Working knowledge and competence in Microsoft Office (Word, Excel, PowerPoint and Outlook) with preference given to those with competence with GIS.

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12. Experience and the ability to organize and prioritize multiple tasks/assignments in order to meet deadlines, and control/monitor financial requirements of the job.
13. Demonstrated ability to work independently and in a team environment.
14. Demonstrated knowledge of Health and Safety Act and applicable regulations as it relates to the position.
15. Must possess a valid Class "G" Ontario Driver's Licence and provision of a vehicle for use on the job.

**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**

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