

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(HAMILTON WATER – CUSTOMER SERVICE & COMMUNITY OUTREACH – LOCATION – 330 WENTWORTH ST. NORTH)

UTILITY LOCATES CLERK-CUPE 5167

SUMMARY OF DUTIES

Reporting directly to the Supervisor – Utility Locates – Office, the Utility Locates Clerk plays a crucial office role in the City of Hamilton, ensuring the safety and accuracy of underground city-owned utility identification and marking. Your primary responsibility is the office coordination of underground locates. In this capacity, you act as the primary liaison between the city and its community, engaging directly with residents, businesses, and contractors in Hamilton. As the first point of contact for utility locate-related inquiries, you are expected to provide timely, accurate, and empathetic responses, necessitating excellent communication skills and a customer-focused approach.

Your responsibilities also include maintaining detailed records, following up on inquiries, and collaborating with various departments to ensure a seamless and efficient operational process. Administrative duties are a key part of your role, encompassing report preparation, correspondence management, and the development of systems and procedures to improve office efficiency and service delivery. A strong commitment to safety, precision, and adherence to both City and Provincial guidelines is essential in this role.

RESPONSIBILITIES

As the Utility Locates Clerk for the City of Hamilton, your role is pivotal in managing the office coordination and scheduling of underground utility locates, encompassing water, sewer, gas, electric, and telecommunications systems. This role demands precision, discernment, good judgement, and adherence to both City and Provincial guidelines to ensure the accuracy and safety of these locates. Additionally, you will serve as the main contact for residents, businesses, and contractors in Hamilton, addressing a broad spectrum of inquiries related to utility locates and providing timely, accurate information. Your responsibilities include meticulous record-keeping of all locate activities, ensuring data accuracy and accessibility. You will also liaise with various city departments, field teams, and external agencies to ensure efficient and effective completion of locates.

Furthermore, your role involves key administrative tasks vital to the Utility Locates Office's smooth functioning. These tasks include report preparation, correspondence management, and the development of systems and procedures to improve office efficiency and service delivery.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO):

Coordinate, schedule and maintain underground utility locates.

Respond to contractors, residential customers, builders, and other utilities inquiries' regarding locates and problems that may arise. Transfer inquiries to the appropriate department where required.

Understand and utilize infrastructure records in planning/completing utility locates. Interprets drawings, blueprints, and confirms permits have been issued.

Schedule and dispatch locate staff to complete locates of underground infrastructure.

Complete office locates (office clear and all clears) requests accurately and in a timely manner.

Submit locate requests for internal stakeholders, collect all locate documentation provided by the relevant utilities and provide to requestor.

Perform administrative/clerical duties for the Public Works department.

Assists with accident investigation for utility strikes.

Understanding legislation and by-laws.

Reconcile and identify invoice discrepancies, make necessary revisions, and attach proof.

Document changes or modifications to the underground infrastructure for future reference.

Administration of Municipal Consent Applications.

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

Perform other duties as assigned directly related to the responsibilities of the position.

Assists in training and onboarding new staff.

QUALIFICATIONS

1. Demonstrated extensive knowledge of the duties listed above, typically acquired through a Minimum Grade 12 Secondary School Graduation Diploma (or equivalent).
2. Previous experience in a customer service environment, with the ability to receive and answer customer inquiries while maintaining filing systems and records.
3. Previous experience with utility locates is preferred.
4. Must demonstrate discernment and good judgement in making decisions.
5. Ability to read and interpret GIS Maps, drawings, and plan and profile "as-built" drawings.
6. Must have demonstrated knowledge of City of Hamilton Bylaws, City of Hamilton and Provincial Health and Safety policies, Ontario Underground Infrastructure Notification System Act and associated regulations.
7. Demonstrated experience working with a variety of Acts and Regulations.
8. Strong organizational skills to manage tasks effectively.
9. Excellent verbal and written communication skills for internal and external stakeholders.
10. Ability to convey technical information in a clear and understandable manner.
11. Demonstrated ability to use, and experience using, relevant computer software applications (MS Word, MS Excel, scheduling software and databases) at an intermediate level.
12. Experience with geospatial applications such as Esri.
13. A working knowledge of utility systems installations, road construction and building practices.
14. Proficiency in utilizing computer maintenance management systems.
15. Demonstrated ability to work effectively as part of a team and as an individual contributor.

16. Must be able to work outside of normal working hours including overtime as necessary.