

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

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

UTILITY LOCATES COORDINATOR

SUMMARY OF DUTIES

As the Utility Locate Coordinator reporting to the Supervisor – Utility Locates – Office, you will be responsible for the safe and accurate identification of underground utilities in the City of Hamilton. Your key role includes coordinating underground locates and serving as the primary contact for related inquiries from residents, businesses, and contractors. Your responsibilities require effective communication and a customer-focused approach to ensure timely, accurate, and empathetic responses. Your role encompasses detailed record management, proactive inquiry follow-ups, and collaboration with various departments to ensure a smooth and efficient operation. Administrative duties, such as report writing, managing correspondence, and enhancing office procedures and systems, are also critical aspects of your role.

You will manage Alternate Locate Agreement and Certified Dedicated Locator agreements, ensuring Ontario One Call compliance and addressing any issues. This includes maintaining key performance indicators and metrics, and conducting regular audits for accuracy. Your commitment to adhering to City and Provincial guidelines while prioritizing safety and precision is vital in every aspect of your duties.

RESPONSIBILITIES

In your role as the Utility Locate Coordinator for the City of Hamilton, you will undertake a variety of critical responsibilities central to ensuring the accurate and safe identification of underground utilities. Your primary task involves the office coordination of locating all city-owned underground assets. This role demands strict adherence to safety protocols and compliance with both City and Provincial guidelines to uphold high service standards.

A significant part of your duties includes managing the City's locate program, ensuring all locates are completed in accordance with relevant regulations and legislation. Effective communication is a key aspect of your role, as you will be the primary point of contact for clients, the public, and contractors, handling inquiries and concerns related to utility locating. Your responsibilities extend beyond coordination, encompassing detailed record management, proactive follow-ups on inquiries, and collaboration with various departments to guarantee a seamless and efficient operational process.

You will also be responsible for administrative tasks, such as report writing, managing correspondence, and developing office systems and procedures. Additionally, you will manage Alternate Locate Agreements and Certified Dedicated Locator agreements, ensuring Ontario One Call compliance and effectively addressing any non-compliance issues. Scheduling and overseeing staff for locates, maintaining key performance indicators and metrics, and conducting regular audits for accuracy are also integral to your role, emphasizing your commitment to safety and precision in line with City and Provincial guidelines.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO):

Administer and manager Alternate Locate Agreement and Certified Dedicated Locator agreements.

Manage Ontario One Call Compliance, handle any non-compliance notices, renegotiate completion dates.

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

Maintain key performance indicators and metrics, report on health of locates program to Supervisor.

Conduct Audits and check accuracy of locates.

Interprets legislation and by-laws.

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

Communicate with Supervisor, Clerks, Field Locators and Client contacts - verbal, email, etc.

Responsible for the research/coordination of grants, and projects as required.

Coordinate and manage Continuous Improvement projects for the business unit.

Act as a point of contact for locate-related questions and responds in a timely and professional manner.

Communicate problems arising with excavators or locate requests, ensuring that locates are performed efficiently and the defined locate limits accurate.

Assist in providing logistics support for vehicle operation and use and locating equipment.

Assists in the training and onboarding of new staff.

Provides backup support to the clerks during periods of high workloads or vacancies.

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.

QUALIFICATIONS

1. Demonstrated extensive knowledge of the duties listed above, typically acquired through a Minimum of a College Diploma (or equivalent)
2. Must possess experience with underground infrastructure, locating equipment, and locating various assets, including water, wastewater, drainage, traffic signals, fiber optic, and electric.
3. Ability to read and interpret GIS Maps, drawings, and plan and profile "as-built" drawings.
4. Preference will be given to candidates who have completed a Damage Prevention Technician Certification Program.
5. 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.
6. Demonstrated experience working with a variety of Acts and Regulations
7. Strong organizational skills to manage tasks effectively.
8. Must demonstrate discernment and good judgment in decision making
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. Computer literacy and proficiency in Microsoft products (Word, Excel, Outlook, and PowerPoint).
12. Experience with geospatial applications such as Esri.

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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.
17. Must possess a valid Class "G" Driver's licence.