

# CITY OF HAMILTON

## PUBLIC WORKS DEPARTMENT

### (WASTE MANAGEMENT DIVISION – WASTE COLLECTIONS – LOCATION – 100 KING ST. W.)

#### PROJECT MANAGER – WASTE COLLECTIONS – CUPE 1041

#### SUMMARY OF DUTIES

Reports to the Manager, Waste Collections, the Project Manager will assist in the development, implementation, and monitoring of overall service delivery initiatives with respect to waste collection operations for the City of Hamilton. Oversees and is responsible for the implementation and monitoring of waste collection initiatives, projects and performance metrics.

#### GENERAL DUTIES

Implements new/revised strategies, policies/procedures related to technology and processes for the Waste Collection Section. Recommends and implements performance standards, training requirements and work procedures, and monitors outcomes. Oversees the revision and monitoring of the operational waste collection routes, automated vehicle location and route optimization technology. Sets above average standards and leads by example.

Ensures customer-centred, high quality and timely delivery of services in compliance with Federal, Provincial and Municipal legislation and guidelines and approved budgets, contracts, and policies and to ensure balanced service/price/quality is being met in the Waste Collection Section.

Uses a best practices approach to supervise employees, contractors, consultants, programs and projects related to the maintenance of the waste collection programs and special projects by ensuring effective and efficient use of staff, financial and equipment resources.

Manages budgets and work order tracking related to waste collection programs and projects including procurement of materials, equipment and services required to support staffing and meet service objectives as appropriate. Oversees and monitors related contracts/contractors and consultants including implementing a performance benchmarking system and associated contractor/consultant project or contract reviews. Ensures projects are completed within the required schedule and budget.

Develop, monitor, analyse and report performance metrics / Key Performance Indicators (KPIs) for the Waste Collections section and make recommendations for improvements as needed.

Makes recommendations on budget adjustments as required, recommends system efficiencies and improvements in the overall administration of the waste collection programs.

Provides day to day leadership, coaching, motivation and direction to subordinate staff/contractors/consultants including scheduling, coordination, supervision and guidance as appropriate. Builds and encourages employee/contractor/consultant commitment to customer service and a high level of performance in all areas of service delivery. Develops and empowers staff through delegation of responsibilities and accountabilities, through regular coaching and feedback and by providing development opportunities and technical direction as appropriate.

Ensures the documentation of work/project activities through completion of work orders, reports, timecards, absentee forms, vacation scheduling, and daily entry of activities, work schedules and progress.

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Develops and maintains relationships with internal and external stakeholders through subordinate staff, contractors and consultants.

Monitors amendments to legislation, regulations and trends in the waste management field. Interprets and ensures compliance with municipal and departmental policies and procedures and various specific by-laws as they relate to divisional programs and services.

Assists in the development, implementation, and awarding of procurement related documents and/or agreements as directed by the Manager, Waste Collections.

Prepare reports and presentations on projects, including fact sheets and other internal and external correspondence. Prepares documentation for Council.

Provides waste collection related program and project management services/technical and technological assistance to internal staff and/or management as required.

Represent the Waste Collection Section at various committees, public and staff meetings to provide information and advice with respect to waste management related issues.

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.

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

### **QUALIFICATIONS**

1. Must be able to demonstrate a level of expertise related to the duties described, normally acquired through a University Degree or College Diploma in business administration or environmental or technical related discipline and/or an equivalent combination of education and progressive work-related experience, preferably in a waste management environment, with experience in environmental management, contract administration, waste collection services, and operation management.
2. Demonstrated knowledge of waste collection, planning, and project management theories, practices and trends to manage operational tasks, including reviewing, approving and implementing work plans and project budgets. Must excel at planning, organizing, and implementing projects.
3. Demonstrated knowledge of waste management theories, practices and trends to manage projects, reviewing, approving and implementing: drawings, work plans and project/operating budgets, operating standards, inspection programs quotes, proposals and tenders.
4. Demonstrated knowledge and understanding of statutes, regulations and by-laws affecting the department/section and a working knowledge of related corporate policies and procedures.
5. Demonstrated record of leadership and guidance, technical competence, customer focus, innovation and creativity, team advocacy, delegation and empowerment and be committed to results.
6. Demonstrated knowledge of health and safety legislation and applicable regulations as it relates to the position.
7. Highly effective program and project management, leadership, facilitation, written and oral communication, presentation, interpersonal, time management and organizational skills to work in a deadline driven environment.
8. Ability to deal effectively with elected officials, representatives of other levels of government, management, community groups/associations/organizations, peers, staff, consultants, contractors and the general public.
9. Must possess a valid Class "G" Driver's Licence with provision of a vehicle by the applicant for use on the job.

10. Strong conflict resolution, decision making and problem-solving skills.
11. Computer literacy and proficiency utilizing Microsoft products and other software programs and technologies which may be required by the section such as route management software, Hansen, Avantis, PeopleSoft Financial, weigh-scale software systems, automated vehicle locating systems, and vehicle camera systems, GIS.

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

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