

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(WASTE MANAGEMENT DIVISION – WASTE COLLECTION SECTION - LOCATION – 1579 BURLINGTON ST. E.)

SUPERVISOR WASTE COLLECTIONS CUSTOMER SERVICE & ENFORCEMENT

SUMMARY OF DUTIES

Reporting to the Superintendent of Waste Collections, this position is responsible for functional and administrative supervision of various support staff, for the coordination and delivery of effective customer service, and managing customer service-related data and information related to the City's waste management programs.

GENERAL DUTIES

Customer / Operations Service Workgroup

Supervises and leads the day-to-day operations of the customer service team, whose tasks include payroll and other data entry, customer inquiries, invoices, administrative support to operational staff, customer education, etc.

Provides functional and administrative supervision to program staff performing customer service functions, including Waste Management Customer Service Clerks and Coordinators; functional supervision includes daily workload assignments while administrative supervision includes recruitment, scheduling, deployment, attendance, job performance management and related budget accountabilities.

Resolves problems related to service delivery and consults with the Waste Collection Supervisors, Superintendent, and Manager in escalated situations; flags unusual circumstances to management.

Consults with the Project Manager of Contract Operations and Contract Technician to ensure escalated complaints and concerns in the contracted collection zones are actioned and resolved appropriately in accordance with the contract.

Provides Supervisory support to working collaboratively with Waste Policy and Planning for the review and approval process of New Developments and/or new services to existing properties in accordance with the New Development Guidelines

Customer Service & Enforcement

Develops and implements effective quality control methods ensuring the Section's compliance with corporate customer service performance standards for inquiries, complaints and requests for service in accordance with applicable policies and service standards.

Liaises with Divisional and Sectional staff and recommends customer service workflows utilizing knowledge of evolving best practices; defines, develops and revises processes to identify, track, escalate, resolve and report customer service problems.

Monitors quality assurance and continuous improvement programs; ensures complete and accurate records and reports are maintained with respect to complaints, investigations and subsequent related actions.

Prepares reports and presentations on activities and results relating to the Section's customer service initiatives including metric development, and customer service data analysis.

Provides supervision and co-ordination to the Waste Collection Customer Service staff and Enforcement Officers including the enforcement and education of municipal by-laws, specifically the City's Solid Waste Management By-law. Provides leadership and direction to staff within the workgroup, encourages team members to strive for continuous improvement through regular reviews of goals and objectives, and through the City's performance accountability and development (PAD) process.

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Accountable to the Superintendent for ensuring that inspection and enforcement activities are provided in accordance with City and Provincial guidelines and in the most effective and efficient manner, consistent with the City of Hamilton Mission and Vision.

Liaises with the Superintendent by assigning, prioritizing and scheduling daily activities to ensure that services are provided efficiently and effectively.

Liaises with staff in other Divisions responsible for providing customer service to ensure that waste related program information is being communicated in a consistent manner.

Provides written and verbal reports of inspection findings, actions and recommendations to Councillors' offices, general public, senior management and external agencies as it relates to customer service for the Waste Collection Section. Ensures that proper records and reports are maintained in respect of all complaints, investigations and subsequent related actions.

Represent defined area in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

Identifies and recommends Sectional training needs and deficiencies.

Liaises with the general public to answer inquiries regarding the Solid Waste Management By-law and enforcement procedures and guidelines and responds to complaints and initiates corrective action by assigning staff to investigate.

HEALTH and SAFETY, WELLNESS, TRAINING and CONTINUOUS IMPROVEMENT

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.

Participates as a Divisional/Sectional representative on various corporate committees/teams as required.

Reviews and provides information on opportunities to improve the workflow for waste management customer service. Performs other duties as assigned which are directly related to the responsibilities of the position, i.e. research and project coordination, etc.

QUALIFICATIONS

1. Thorough understanding of "best practices" in customer service models, information technology and human resources management normally acquired by the completion of a University degree or Community College diploma in Business Administration or related discipline and/or a combination of academic education and progressive experience in one of these fields.
2. Demonstrated supervisory experience preferably in a customer service, Municipal Law Enforcement or similar operations-type environment; must possess and demonstrate key supervisory attributes including effective leadership, coaching, team building, interpersonal, communication, presentation, confidentiality, organizational, project management, conflict resolution and time management skills as well as a commitment to promote and support team accomplishments within the Division.
3. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.

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4. Intermediate level or above Knowledge of computer systems and technology related to public works operations and maintenance (i.e., Infor Service Request software application, Hansen, GIS programs, Taxprod).
5. Intermediate level or above knowledge and practical use of Microsoft Office programs, e.g., Microsoft Outlook, Word, Excel, PowerPoint and Access software.
6. Thorough understanding of Collective Agreements, grievance procedures, mediation, dispute resolution, attendance support and management and maintenance management.
7. Previous experience or a solid understanding of the Operations Division's programs and services would be an asset.
8. Previous experience in developing policies and procedures.
9. Demonstrated ability to analyze, interpret and report on service level and financial information.
10. Demonstrated knowledge of the Occupational Health & Safety Act and applicable regulations.
11. Possession of a valid Class "G" driver's license.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

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