

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(HAMILTON WATER DIVISION – CUSTOMER SERVICE & COMMUNITY OUTREACH - LOCATION – 330 WENTWORTH ST. N.)

SUPERVISOR, DISPATCH AND OPERATIONS SUPPORT – CUPE 1041

SUMMARY OF DUTIES

Reporting to the Superintendent of Service Co-ordination, plans, manages, and co-ordinates the Operational and Dispatch Support Staff for Hamilton Water. This includes all clerical support for the City's Water Meter Portfolio, as well as the oversight of Hamilton Water's Dispatch Area. This position is responsible for the daily work planning, project management, workload management, and contract management for various Hamilton Water initiatives. This position also acts as the primary liaison for multiple internal and external groups, to provide customer service and response to inquiries related to water.

GENERAL DUTIES

Develops, administers, and reviews sectional procedures, methods, and techniques in accordance with departmental policies and practices.

Provides full department support in the absence of the Supervisor – Customer Service

Responsible to ensure that all Hamilton Water charges are applied to proper Alectra Utility accounts. Authority to add or remove charges on water accounts based on compliance with Hamilton Waterworks by-law.

Works with the City's Senior Policy Advisor and Finance Division with respect to accounting procedures related to Water and wastewater services. Responsible for the oversight of all data input for new and existing accounts for water meters.

Responsible for oversight of all water meter data related to the City's Advanced Metering Infrastructure/Reading (AMI/AMR) system. Responsible for the monitoring, creation and action of reports related to AMI/AMR data.

Maintain and update yearly fee schedule for all Water Meter related charges.

Ensures that all Water Meter related and Call Handling procedures meet current operational requirements and is responsible to audit and make changes to procedures if necessary.

Responds and actions all escalated inquiries, and is responsible to act as a liaison with interdepartmental areas to resolve and complete.

Determine key performance indicators for Water Operations Clerks and Scheduler/Dispatchers and monitor performance against indicators.

Plan, schedule and assign work. Supervises and leads the day to day operations of the Water Operations Clerks and Scheduler/Dispatchers in support of other departments whose tasks include scheduling and assigning daily work for interdepartmental staff.

Acts as the Primary point of contact with the City's Customer Contact Centre (CCC) to ensure that daily water related inquiries and actions are communicated/addressed in accordance with the Service Level Agreement (SLA).

As Primary Point of Contact with the CCC, is responsible to log all communications for follow up and action.

Monitors Call Handling for Scheduler/Dispatchers and sets standards of service using the CICS system.

Requires daily, complex decision-making using sound judgement, ingenuity, independent thinking and team- building skills to maximize effectiveness of operations.

Liaises with departmental staff, the public, and Elected Officials regarding inquiries and complaints with respect to support for Hamilton Water.

Liaison with the City's Billing Agent for all water billing issues, water meter related issues and all water service issues.

Responsible for administrating water meter service contracts, developing work plans, reviewing documents prior to tendering/proposal, and making recommendations for changes when necessary.

Responsible for developing and implementing procedures for financial control and monitoring of projects within budget.

Ensures that the terms of the Occupational Health and Safety Act are observed with respect to day-to-day and emergency activities.

Responsible for the performance management of staff including motivation and supervision, participates in staff hiring, evaluates staff performance, discipline and completes performance appraisals.

Coaches and mentors staff through support and guidance for staff development as required:

Ensure all staff receives adequate and pertinent safety and technical training in order that work is performed in a safe and productive manner.

Establishes and monitors cash flow projections, and co-ordinates payments to water meter consultants and contractors.

Arranges for and conducts meeting with consultants and/or contractors, to clarify and expedite projects.

Ensures that Water Meter project deliverables are completed as per the City's Water Meter Contract.

Ensures and monitors that all water meter data is correctly inputted in the City's Data Management System.

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 which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Progressive experience and knowledge of Business Administration, Project Management, Customer Service and Finance, normally acquired through post-secondary education in a related discipline, or equivalent combination of education and related work experience.
2. Demonstrated experience with Supervising and monitoring Water Meter data using various Software programs.
3. Demonstrated knowledge of Water Metering and how it relates to consumption and billing
4. Demonstrated knowledge of the Water Works Bylaw.
5. Demonstrated knowledge of Water Meter Functionality is an asset.
6. Demonstrated experience of working with large scale invoicing and resolution of higher value monetary reconciliation.
7. Previous supervisory experience, preferably in a unionized environment.
8. Must have a valid Class 'G' driver's Licence, with own car available for use during workdays.
9. Demonstrated experience working a multi – functional, fast paced customer service environment.

10. Effective interpersonal skills, related to negotiations, conflict resolution, time management, delegating responsibilities and the need for diplomacy and tact.
11. Thorough understanding of collective agreements, grievance procedures, mediation, dispute resolution, attendance support and management and maintenance management.
12. Demonstrated ability to determine Key Performance indicators and monitor performance against indicators.
13. Proven ability to exercise sound judgement in emergency situations including the ability to co-ordinate staff requirements for regular, emergency and special services.
14. Excellent analytical, organizational, problem solving, time management, negotiation, report writing and presentation skills.
15. Experience developing and implementing procedures and policies
16. Competent administrative and reporting ability. Experience in cash handling, balancing, securing and transaction recording.
17. Excellent interpersonal and communication skills with the ability to deal with all levels of management, staff and public sensitively, tactfully, diplomatically and professionally at all times.
18. Experience/knowledge of corporate financial, HR systems software and MS Project is an asset
19. Must possess a working knowledge of water distribution systems, water service lines, water meter practices, equipment and associated products.
20. Working knowledge of work orders and service request data entry and working knowledge of retrieving historic data from a Computer Maintenance Management System (CMMS) (IPS database preferred).
21. Experience in a computerized environment, with adequate knowledge of word processing, database and spreadsheet programs that are corporate standards.
22. Thorough knowledge and understanding of methods, statutes, regulations and by-laws affecting the department/section, including Health and Safety and Environmental Regulations

THIS POSITION REQUIRES A VALID CLASS "G" DRIVERS 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.
