

CITY OF HAMILTON

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

SUPERVISOR, CUSTOMER SERVICE (SERVICE COORDINATION)- CUPE 1041

SUMMARY OF DUTIES

Reporting to the Superintendent of Service Co-ordination, plans, manages, and co-ordinates the Customer Service and Section, including daily work planning, project management, workload management, contract management, management of partnerships, customer service and inquiries.

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 – Dispatch and Operations Support.

Responsible to ensure all staff are trained and comply with AODA legislation.

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.

Responsible for monthly journal of all cash transactions for the storefront sales. Authorize payments and monitor accounts to ensure proper allocation and spending.

Liaises with Finance Division with respect to accounting procedures and problems and coordinates the data input for new accounts for water meters, loan applications and collections for outstanding accounts receivable.

Responsible for managing and supervising storefront cash sales and reconciliations for all water/wastewater related programs, materials, permits and tickets.

Maintain and update yearly fee schedules for all Water/Wastewater related charges.

Determine key performance indicators for Storefront Clerks and monitor performance against indicators.

Supervises and leads the day to day operations of the customer service and clerk team in support of other departments who tasks include store front operations, scheduling and assign daily work for interdepartmental staff.

Plan, schedule and assign work. Complete and maintain records such as time sheets, locate requests, and staff absence reports. Input and retrieve data from a computerized maintenance management system (Hansen).

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

Verifies and monitors expenditures, recoveries, and revenues. Recommends correction and adjustments as required.

Co-ordinates the billing of accounts receivable and accounts payable functions.

Researches, analyzes, and compiles data into reports and recommendations and prepares reports to Committee of the Council and Council as required.

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

Liaison with Horizon Utilities for all water billing issues, water meter related issues and all water service issues.

Responsible for administering 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.

Responsible for the daily management of the Protective Plumbing Program, Lead Line Substandard Water Service Program including the review and approval of grant and loan applications.

Supervises the daily operations of the City of Hamilton Locates Contract.

Prepares and compiles correspondence and reports.

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.

Approves the purchase of materials and supplies within budget guidelines and within the approved authorized limits.

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

Reviews and acts on all requests for extras. Determine adjustments to contract prices, and report same to Superintendent.

Arranges for and conducts meetings when required, with consultants and/or contractors, to clarify and expedite projects.

Ensures projects are processed, coordinated, and monitored as required in the Hansen database system. Performs other duties as assigned which are directly related to the responsibilities of the position.

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.

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. Previous supervisory experience, preferably in a unionized environment.

3. Must have a valid Class 'G' driver's Licence, with own car available for use during workdays.
4. Demonstrated ability to communicate effectively, both orally and in written form.
5. Effective interpersonal skills, related to negotiations, conflict resolution, and the need for diplomacy and tact.
6. Thorough understanding of collective agreements, grievance procedures, mediation, dispute resolution, attendance support and management and maintenance management.
7. Demonstrated ability to determine Key Performance indicators and monitor performance against indicators.
8. Ability to recognize and escalate emergency situations as required.
9. Demonstrated ability to motivate staff and foster co-operative and harmonious team environment.
10. Proven ability to exercise sound judgement in emergency situations including the ability to co-ordinate staff requirements for regular, emergency and special services.
11. Excellent analytical, organizational, problem solving, time management, negotiation, report writing and presentation skills.
12. Ability to prioritize work and delegate responsibilities as required
13. Ability to oversee and manage contracts with various service providers
14. Experience developing and implementing procedures and policies
15. Strong leadership and coaching skills with an emphasis on customer service and training.
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 order and service request data entry and working knowledge of retrieving historic data from a Computer Maintenance Management System (CMMS) (Hansen 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.
23. Familiarity with and the ability to interpret municipal legislation.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVERS LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE

NOTE:

As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Reference Check or Vulnerable Sector Screening, at their own expense, prior to beginning work in this position.

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