

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT TRANSPORTATION OPERATIONS & MAINTENANCE DIVISION – ROADWAY MAINTENANCE

SUPERINTENDENT, PROGRAMS AND CONTRACTS

SUMMARY OF DUTIES

Reporting to the Manager of Roadway Maintenance, the Superintendent Programs and Contracts provides leadership to a subordinate multi-functional workforce engaged in delivery and direction of services to the public and internal clients. Recommends improvement strategies in the delivery of services to meet mandated goals and objectives. Represents the Manager on corporate, departmental, and divisional committees and project teams as directed.

Leads a team to perform various technical and research duties related to Roadway Maintenance including; evaluation, planning, delivery of roadway operational maintenance services, winter control, road right of way infrastructure, and minor capital maintenance includes rehabilitation and lifecycle management programs.

Accountable for ensuring initiatives are delivered in accordance with City and Provincial guidelines through effective and efficient use of financial and staff resources. Using a "best practices" approach develops and delivers quality services in a timely and cost-effective manner.

The Superintendent will possess a demonstrated record of performance, leadership, technical competence, diplomacy, customer focus, innovation/creativity, team advocacy and commitment to results. The incumbent will have a high level of personal integrity and will be an excellent communicator.

GENERAL DUTIES

In addition to direct task involvement, administers, coordinates and directs the operation and work activities within the Roadway Maintenance, Programs and Contracts area through effective work delegation and performance management.

- Leads a technical team using a best practices approach and with a customer service focus to develop, manage and deliver roads related programs and services through a subordinate multi-functional workforce engaged in the delivery of operational & capital maintenance services.
- Ensures effective and efficient use of staff, financial and equipment resources in order to provide high quality and timely delivery of operational and maintenance/services in compliance with legislation and guidelines and approved budgets, contracts and policies and to ensure balanced service/price and quality.
- Recommends and implements improvement strategies in the delivery of programs and services to meet mandated goals and objectives and legislative requirements. Leads team performance by demonstrating corporate values, culture and commitment to continuous improvement.
- Participates in the development and evaluation of related operational and maintenance strategies to improve effectiveness and efficiency. Implements new/revised strategies, policies/procedures and monitors outcomes. Recommends and implements performance standards, training requirements and work procedures.
- Assists with the preparation and monitoring of the Section's budgets and reports. Assist in the development and negotiation of contracts, operational policies, procedures, key performance indicators, programs and work plans assessing immediate and future system requirements.

- Review tenders, quotations and implementation strategies for Transportation Operations and Maintenance related programs.
- Analyzes and identifies how completed/existing operations/services compare to established best practice benchmarks related to services, financial and administration standards and staff performance.
- Provides day-to-day leadership, coaching, motivation and direction to subordinate staff/contractors/consultants including scheduling, coordination, supervision, performance evaluations, disciplinary and guidance as appropriate. Builds and encourage 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.
- Monitors amendments to legislation, regulations and trends in the profession. Interprets and ensures compliance with municipal and departmental policies and procedures and various specific by-laws as they relate to divisional programs and services.
- Develops and maintains relationships with internal and external stakeholders through the position and subordinate staff, contractors and consultants. Provide creative leadership and direction to staff within the section. Promote teamwork & integration between internal and external parties participation in cross functional and cross program initiatives.
- Provides roads program and service related assistance to internal staff and/or management as required.
- Acts as the Manager of Roads & Maintenance in their absence and attends committee and other meetings as assigned. Prepares and presents related reports and presentations as required.
- Prepare or review as required, recommendation, technical and performance reports arising out of this area of responsibility for presentation to Director, GM, Council, various committees or community groups of the City.
- Represent respective areas in labour relations issues including participating in labour management meetings, providing input for Collective Agreements and grievance settlements.
- 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. Proven experience and demonstrated knowledge of the practices and theories of roadway maintenance and construction, normally acquired through the completion of a civil engineering degree or a combination of college diploma in an engineering technology program and relevant work-related experience.
2. Registered as a Professional Engineer with the Professional Engineers of Ontario or as a Certified Engineering Technologist with progressive work-related experience.
3. Demonstrated knowledge of road maintenance, planning, engineering and project management theories, practices and trends to manage operational tasks, including reviewing, approving and implementing work plans and project budgets.
4. Completion of the Certified Roads Supervisor (CRS) designation.

5. Certification as a Certified Municipal Manager (CMM) or completion of the Ontario Management Development Program would be an asset.
6. Project Manager Office (PMO) accreditation would be an asset.
7. Proven experience in the preparation and development of capital and operating budgets and in designing and delivering customer focused programs and services.
8. Demonstrated experience and knowledge in contract supervision, including specification preparation, supervision and quality control/assurance.
9. Demonstrated knowledge of Minimum Maintenance Standards, Ontario Traffic Manuals, Highway Traffic Act, CVOR regulations and roadway design standards.
10. Must have a thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section and a working knowledge of related corporate policies and procedures.
11. Must have a proven record of leadership and guidance, technical competence, customer focus, innovation and creativity, team advocacy, delegation and empowerment and be committed to continuous improvement, results and quality customer service.
12. Experience reviewing, approving and implementing work plans, projects, quality control and operating procedures.
8. Demonstrated ability and experience to effectively manage multi-disciplinary staff in a results oriented, customer-service focused environment and in a predominantly unionized environment Highly developed ability to lead and inspire others.
9. Demonstrated knowledge of health and safety legislation and applicable regulations as it relates to the position. Core certification training would be an asset.
10. Highly effective leadership, project management, facilitation, written and oral communication, presentation, interpersonal, time management and organizational skills to work in a deadline driven environment.
11. Ability to provide effective reporting and communication with elected officials, representatives of other levels of government, management, community groups/associations/organizations, peers, staff and the general public.
12. Ability to take initiative, multi-task and complete work in a detail-oriented and timely manner.
13. Must possess a valid Class "G" Driver's Licence with provision of a vehicle by the applicant for use on the job.
14. Strong conflict resolution, decision making and problem-solving skills.
15. Working knowledge of computer software applications such as Microsoft Office, Hansen, MMS, G.I.S. based software, GPS/AVL systems, PeopleSoft or equivalent.

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