

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT TRANSPORTATION OPERATIONS & MAINTENANCE- ROADWAY MAINTENANCE

SUPERVISOR – ROADS COMPLIANCE– CUPE 1041

SUMMARY OF DUTIES

Reports to the Superintendent of Programs & Contracts within the Roadway Maintenance section of Transportation Operations and Maintenance. Provides leadership to a multi-functional work group engaged in the coordination and implementation Road Patrol, MMS compliance, sidewalk inspection program, program/projects and improvements affecting Roads related Summer and Winter programs, related infrastructure, the public, internal clients and external customers.

GENERAL DUTIES

Uses a best practices approach to supervise employees, contractors, consultants, programs and projects related to the maintenance of Legislated Road Patrol, MMS compliance, program/projects, services and special projects by ensuring effective and efficient use of staff, financial and equipment resources.

Manages staff performance consistently and effectively through motivation, coaching, supervision, developing and promoting the best people, discipline, attendance management and ensuring personnel matters are kept confidential, in accordance with policy and collective bargaining agreements.

Sets and communicates staff performance expectations; observes performance of each employee under their supervision throughout the year; identifies performance issues/problems; monitors and implements formal performance improvement plan and; completes performance appraisals (P.A.D.) to assess staff competence, tasks and behaviours against expectations.

Ensures customer focused, 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.

Implements and monitors regular maintenance inspection programs to ensure legislative compliance.

Manages maintenance, budgets, and work order tracking related to Roads programs and projects including procurement of materials, equipment and services required to support staffing and meet delivery objectives as appropriate. Ensures projects are completed within the required maintenance schedule and budget.

Supervision of Road Patrollers and provides day to day leadership, coaching, motivation and direction to subordinate staff, including scheduling, coordination, and guidance. 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.

Supervision of sidewalk inspection students and the program and provides day to day leadership and direction. Ensures MMS sidewalk inspection is completed, documented, tracked and monitored.

Ensures service and activity compliance abide with applicable regulations and policies, such as but not limited to.

- Occupational Health and Safety
- MMS Compliance
- Employment Regulations

- By-Laws
- City Standards, policies
- Specifications and procedures
- Book 7
- Hours of Service

Implements new/revised strategies, policies/procedures, etc. and monitors outcomes. Recommends and implements performance standards, training requirements and work procedures. Sets above average standards and leads by example.

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

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.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required. Ensures that all employees/contractors/consultants perform work in accordance with applicable health and safety legislation and other mandated requirements and initiates/recommends corrective action as appropriate.

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

Oversees the revision and monitoring of the operational planning worksheets and the documents working relationship to Hansen.

Writes reports for Council, fact sheets and other internal and external correspondence.

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

Represent the Roads Maintenance section at various committees, public and staff meetings to provide information and advice with respect to maintenance of roadways

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.

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 road construction/maintenance or an equivalent combination of education and relevant work experience.
2. Considerable experience (preference for at least three years) in a road operational, road engineering or roads maintenance environment and practical experience for planning, operating procedures, scheduling, road specific maintenance programs.
3. Previous supervisory experience, preferably in a unionized environment. Demonstrated experience and training related to leadership programs, performance management, labour relations, human rights

compliance and supervising responsibilities.

4. Must have proven knowledge of roads maintenance theories, practices and trends to manage large operations and maintenance, inspection programs.
5. Must have a thorough knowledge and understanding of the Minimum Maintenance Standards, statutes, regulations and by-laws affecting the department/section and a working knowledge of related corporate policies and procedures.
6. 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 results. Must be able to mentor subordinate staff and provide technical direction to consultants/contractors/subcontractors.
7. Demonstrated knowledge of health and safety legislation and applicable regulations as it relates to the position. Core certification training would be an asset.
8. 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.
9. Ability to deal effectively with management, community groups/associations/organizations, peers, staff, consultants, contractors and the general public.
10. Computer literacy utilizing MS Office software applications and proficiency utilizing word processing and spreadsheets. Demonstrated experience using, Outlook, Hansen, Web based search engines, GISNET.
11. Demonstrated knowledge of applicable legislation, roads maintenance services, industry standards such as but not limited to Occupational Health and Safety Act and Regulations, W.H.M.I.S legislation, Hours of Service, Book 7 Traffic Control, Minimum Maintenance Standards and Compliance
12. Must possess a valid class "G" Drivers Licence and a Driver's abstract clear of any demerit points and pending infractions and/or record found to be satisfactory to the City of Hamilton.
13. Strong conflict resolution, decision making and problem-solving skills.

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