

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
WASTE MANAGEMENT DIVISION – WASTE POLICY AND PLANNING SECTION
LOCATION – 100 KING ST W 14TH FLOOR

MANAGER, WASTE POLICY AND PLANNING

SUMMARY OF DUTIES

Reporting to the Director of Waste Management, the Manager of Waste Policy and Planning will assume lead accountability and responsibility for the Waste Policy and Planning Section. Responsible for creation and delivery of programs, services and the sectional work plan focused on sustainability, environmental stewardship and community outreach to ensure they meet the growing needs of the residents and businesses of the City of Hamilton and support Corporate and Departmental strategic priorities.

Accountable for ensuring the Waste Policy and Planning services are provided in accordance with City and other levels of government guidelines with minimal disruption to the public and in the most effective and efficient manner consistent with the City of Hamilton Strategic Plan, applicable master plans and other relevant policies.

Prepare and report on the Section's services, financial, administrative and staff performance against established benchmarks. Implement strategies to improve effectiveness and efficiency. Set above average standards and lead by example. Function as mentor to subordinate staff and an advisor to Council and the community.

Possess a demonstrated record of strong leadership and guidance, technical competence, customer focus, support of operating groups, innovation/creativity, team advocacy, staff delegation and empowerment, staff development, and be committed to results.

Possess a high level of personal integrity and be an excellent communicator and negotiator.

RESPONSIBILITIES

The Manager will assume lead responsibility for the delivery of Division wide services related to waste policy, community outreach and education, pilot programs, strategic planning initiatives, data and maintenance management, and quality management which includes continuous improvement, performance measurement, environmental and operational compliance. Monitor the overall programs to ensure service quality, cost effective and timely service delivery and legislative compliance. Monitor the progress of program initiatives. The Manager will work collaboratively and in support of the Operating Sections in the Division which include Waste Collections and Recycling and Waste Disposal.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

In addition to direct task involvement, administers, coordinates and directs the operation and work activities within the Waste Policy and Planning Section through effective work planning, delegation and performance management.

Provides creative leadership and direction to staff within in the Section, including waste planning, quality management, community outreach and education initiatives; accountable for processes related to administration, customer service, data management, asset management and analysis. Empower and develop reporting staff to perform their work in an independent manner.

Promotes teamwork and integration between internal and external parties participating in cross functional and cross program initiatives. Works collaboratively and in consultation with Operating Sections to cultivate, support, coordinate and maximize the benefits of the Waste Management Division's programs and services.

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Develops programs, policies and procedures for the Waste Management Division as required. Monitor the overall program to ensure safety, service quality, cost effective and timely service delivery and legislative compliance. Make recommendations to the Director, on project priorities, means of resourcing and related cost implications.

Manages the Section's operating and capital budget using multi-year business planning templates and monitoring reports to forecast variance issues in a timely manner. Project expenditures and recommend changes where appropriate.

Develops and supports Divisional performance measures, Key Performance Indicators and environmental and operational compliance.

Interprets and ensures compliance with municipal and departmental policies and procedures such as Attendance Support Plan, Human Resources Policy and Procedures Manual, Procurement Policies and Procedures Manual, etc. and knowledge and understanding of other applicable statutes, legislation, regulations, contracts, agreements and by-laws affecting the department/section.

Develops and monitors Divisional customer service protocols and procedures in conjunction with Operating Sections and the Customer Service Division.

Develops multiple communication channels and media strategies to assist the Division in building positive relations with the public as well as to address communication matters arising from significant initiatives and programs.

Prepare or review, as required, recommendation, technical and performance reports arising out of this area of responsibility for presentation to Director, General Manager, Council, various committees or community groups of the City.

Participates and regularly act as spokesperson in discussions and report presentations on relevant issues to Council, agencies, the public and the media. Prepare reports and attend various Committee/Council and public meetings as required.

Develops and modifies data management plans and programs for the Division, ensuring program activities are reported consistently and accurately through data collection and maintenance.

Leads and participates in projects related to the procurement of services; includes preparation of procurement documentation, creation of specifications and evaluation criteria together with Procurement and the Operating Sections.

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 and Divisional policies and procedures.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton Corporate, Departmental and Divisional policies and procedures related to Occupational Health and Safety.

Participate as a divisional staff representative on various corporate or Council sub-committees/teams as required.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Must be able to demonstrate level of expertise related to the duties described, normally acquired through a related University Business Administration Degree, Public Administration, Environmental Science Degree

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and/or a combination of education and progressive work-related experience on projects within the disciplines of waste management and environmental stewardship.

2. Technical expertise and extensive experience in the waste management field, preparing contracts and projects including developing, reviewing, and implementing work plans, knowledge of theories, practices, trends, statutes, regulations and by-laws in designing and delivering customer focused programs, with extensive contract administration accountability.
3. Demonstrated ability to articulate a vision to lead, inspire and effectively manage a multi-disciplinary staff, results oriented, in a predominately unionized environment requiring knowledge of collective bargaining processes. Demonstrated ability to manage multiple projects concurrently and succeed in a fast-paced work environment
4. Proven effective leadership, facilitation, communication, presentation, interpersonal, collaborative, project management, planning & organizing skills and experience working with and presenting to elected officials, peers, stakeholders and the public.
5. Experience setting goals, attaining staff support, setting Key Performance Indicators for Section work plan elements and individual staff Performance Management, Appraisals and performance targets.
6. Experience related to preparation of annual capital, forecasts and operating budgets for the Section, monitor and control expenditures and recommend changes where appropriate.
7. Thorough knowledge of legislation, by-laws, and regulations governing municipal waste services.
8. Intermediate knowledge of the Microsoft suite of products and experience working with databases such as an asset management system.
9. Must possess and maintain a Class "G" Driver's License valid in the Province of Ontario.

NOTE: THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S 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.
