

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(TRANSIT DIVISION – OPERATIONS SECTION - LOCATION – MOUNTAIN TRANSIT CENTRE, 2200 UPPER JAMES ST.)

SUPERINTENDENT, OPERATIONS ADMINISTRATION

SUMMARY OF DUTIES

Reporting to the Manager of Transit Operations, provides creative leadership to staff in a multi-functional workforce engaged in delivery of services to the public and internal clients. Promotes a service-oriented culture and focus within the Section. Promotes teamwork and integration within Transit, and with other parties participating in cross-functional and cross-program initiatives.

Accountable to evaluate and report on the Section's service; financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Supports a 24/7 operation.

RESPONSIBILITIES

You will assume accountability and responsibility for Operations programs to ensure service quality, cost effective and timely service delivery and legislative compliance. Monitors the progress of major program initiatives.

The Superintendent of Operations Administration is accountable to the Manager of Operations for ensuring that Operations are consistent with the City of Hamilton mission and vision and aligned with Transit's strategic direction.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Makes recommendations and provides input on administrative matters related to transit operations that enhance the customer experience, promote employee engagement and facilitate efficient operations and excellence in service delivery.

Develops plans and policies for Operations. Makes recommendations to the Manager on project priorities, means of resourcing and related cost implications.

Supports the Collective Agreement and fosters positive labor relations.

Directly supervises an assigned group of Operators, and provides back-up to other Superintendent, Operations Administration, during planned absence.

Develops positive rapport with Operators to encourage open and transparent communication, a supportive work environment and to engage employees through meetings when required, and by being present in the mobile workplace.

Supervisory duties will include coaching, training, supporting and disciplining assigned Operators through performance management, including absenteeism and conducting performance appraisals in a standardized manner (PAD's).

Works collaboratively with Business Partner from Labour Relations on employee management.

Conducts step 2 grievance meetings. Consults with Manager of Transit Operations on advanced disciplinary measures, including multi-day suspensions, terminations, or last chance agreements.

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Participates in hiring panel for Operators, assessing potential candidates for job suitability and demonstrated customer service skills.

Maintain in office assets related to Operations, office computers, control room radios, tablets, cell phones.

Provide creative Section leadership by managing daily operator assignments, daily dispatch of assets, public relations and safety and staff training and development.

Responsible for daily workforce assignments consistent with the Collective Agreement and to deliver service as scheduled where possible to do so within limitations of available workforce.

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.

Promotes teamwork and integration within Transit, with other Divisions, Departments and other parties participating in cross-functional and cross-program initiatives.

Develops and empowers staff through delegation of responsibilities and accountabilities through regular feedback, and by providing development opportunities and technical direction.

Monitors the operations and projects within the Section to ensure safety, service quality, cost effective and timely delivery of services, and appropriate legislative compliance. Establish quality assurance and continuous improvement programs.

Responsible for promotion and application of occupational health and safety for the Section in accordance with Municipal and Provincial procedures, guidelines and regulations.

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

QUALIFICATIONS

1. Knowledge of business administration theories/practices usually acquired by completing a community college diploma or university degree in Business Administration or related program and relevant progressive work experience.
2. Demonstrated considerable Transit management experience with a strong track record of managing employee relations coupled with demonstrated management training/education.
3. Possess considerable experience in route management including schedule adherence with the ability to identify emerging issues while ensuring effective and timely delivery of services.
4. Demonstrated ability and experience in managing a large staff in a unionized, results oriented environment.
5. Previous experience with quality assurance, continuous improvement and change management programs.
6. Highly effective leadership, facilitation, presentation, interpersonal and organizational skills. Strong verbal and written communication skills. Excellent presentation, analytical, organizational, report writing, and interpersonal skills to communicate effectively with all levels of City staff, external consultants and suppliers.
7. Experienced in designing and delivering customer focused programs and services.
8. Possesses a high level of personal integrity and is an excellent communicator.

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9. Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development and be results oriented.
10. Ability to deal effectively and tactfully with elected officials, representatives of other levels of government, management, peers, staff and the general public. Previous experience working in a highly legislated environment.
11. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
12. Working knowledge of computer software applications, Microsoft Outlook, Word, Excel, Powerpoint, CAD and AVL Systems is required.
13. Must possess a valid class "G" Ontario Driver's Licence and a point-free driving record and/or a record found to be satisfactory to the City of Hamilton. Must be able to obtain or already possess a class "CZ" license.

NOTE 1:

The incumbent(s) must be available for shift work as this position supports a 24/7, 7 days per week operation requiring flexibility and availability for rotating shifts including days, afternoons, nights and weekends.

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