

CITY OF HAMILTON

PUBLIC WORKS - HAMILTON WATER DIVISION – WASTEWATER COLLECTION AND STORMWATER MAINTENANCE – LOCATION – 330 WENTWORTH ST. N.)

MANAGER, WASTEWATER COLLECTION AND STORMWATER OPERATIONS

SUMMARY OF DUTIES

Reporting to the Director, Water and Wastewater Operations, the Manager, Wastewater Collection and Stormwater Maintenance assumes lead accountability and responsibility for the comprehensive oversight of the Wastewater Collection and Stormwater Maintenance section. This includes directing the planning, implementation and ongoing operations and monitoring for programs such as wastewater collection and stormwater maintenance construction, preventative maintenance, operations and customer service programs.

The Manager is accountable for ensuring that the Wastewater Collection and Stormwater Maintenance programs align with both City and Provincial guidelines. This involves minimizing disruption to the public while maintaining the highest standards of effectiveness and efficiency in line with the City of Hamilton Mission and Vision.

In this pivotal role, the Manager develops and implements strategic plans for the section, reports on services, financials, administration and staff performance against established benchmarks. Leading by example, the Manager sets above-average standards, implements strategies for continuous improvement, and serves as a mentor to subordinate staff.

RESPONSIBILITIES

As the Manager, you will shoulder primary accountability and responsibility for the Wastewater Collection and Stormwater Maintenance section. This involves crafting comprehensive plans and policies for the section, overseeing the wastewater collection and stormwater maintenance construction, preventative maintenance, operations and customer service programs. Your role encompasses monitoring the overall sectional programs to ensure the delivery of high-quality, cost effective and timely service while maintaining legislative compliance. Additionally, you will track the progress of major program initiatives.

Reporting directly to the Director, Water and Wastewater Operations, you are entrusted with the task of ensuring that the Wastewater Collection and Stormwater Maintenance programs align with City and Provincial guidelines. Your responsibility extends to minimize disruptions for clients and the public while optimizing efficiency and effectiveness in program delivery.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Leadership and Direction:

- Provide visionary leadership and strategic direction to the staff within the Wastewater Collection and Stormwater Maintenance section.
- Foster a collaborative and integrated environment, promoting teamwork among internal and external stakeholders engaged in cross-functional and cross-program initiatives.

Program Development and Compliance:

- Develop comprehensive programs, policies, and procedures for Wastewater Collection and Stormwater Maintenance activities.
- Ensure a results-oriented approach, persistently driving towards the accomplishment of objectives.
- Monitor Section operations to guarantee compliance with provincial legislative requirements.

Communication and Representation:

- Act as a spokesperson in discussions/presentations on Wastewater Collection and Stormwater Maintenance issues to Council, agencies, the public, and the media.
- Attend various Committee/Council and public meetings as required.
- Prepare or review technical reports for presentation to City committees

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Budgeting and Financial Oversight:

- Prepare the annual draft capital and current bud get for the Section, monitoring and controlling expenditures.
- Report on the Section's service, financial, and staff performance against established benchmarks.
- Project expenditures and recommend changes where appropriate.
- Review, recommend and update user fees and charges.

By-law Interpretation and Enforcement:

- Interpret, apply, and enforce the provisions of various by-laws related to the functions of the Section.
- Recommend changes to by-laws where appropriate.

Operational Management:

- Update senior management on abnormal conditions, breakdowns, malfunctions, or similar problems.
- Manage Section performance using "best practices" and a "customer focus" approach, while ensuring the effective and efficient use of resources.

Strategic Leadership and Performance Accountability:

- Provide strategic leadership and uphold standards of excellence and performance accountability for subordinate staff, consultants, and contractors.
- Ensure the delivery of technical support, scheduling, coordination, supervision, and guidance.

Communication and Reporting:

- Prepare and present reports to establish and maintain effective communication between senior management and various stakeholders.
- Represent the Divisional and Sectional programs on various initiatives, committees, and liaison activities.

Contract Management:

- Lead the development and maintenance of Service and Capital Contracts to support operational programs, ensure effective operations and fiscal responsibility.

Health and Safety Compliance:

- Ensure compliance with applicable Health and Safety legislation, City of Hamilton corporate policies, and departmental procedures related to Occupational Health and Safety.

Labour Relations:

- Participate in labour relations matters by attending interview meetings and agreement negotiations as required.

Additional Responsibilities:

- Perform other duties as assigned directly related to the responsibilities of the position.

QUALIFICATIONS

1. Educational Qualifications:

- Demonstrated proficiency in the principles and methodologies of civil or environmental engineering, normally acquired by attaining a university degree or diploma in civil environmental engineering or relevant discipline or an equivalent combination of education and relevant work experience.
- Preference will be given to those who hold a valid Class I, II, III or IV Operator License in Wastewater Collection.
- Preference will be given to those who have completed the Drainage Superintendent of Ontario Course

2. Construction Expertise:

- Progressive experience in wastewater and stormwater construction, including repairs, replacement, maintenance and installation of wastewater and stormwater assets.
- Proven track record of managing construction programs within budget and timelines.

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3. Preventative Maintenance Experience:
 - In-depth knowledge of proactive maintenance strategies for wastewater and stormwater assets
 - Experience in implementing preventative maintenance programs to prolong asset lifespan and minimize downtime.
4. Customer Service Focus
 - Strong customer service orientation with experience in managing customer service program.
 - Ability to effectively address customer inquiries and complaints.
5. Leadership and Team Management:
 - Leadership experience, demonstrating the ability to motivate, develop and lead teams.
 - Proven experience creating a positive and inclusive work environment.
6. Regulatory Compliance:
 - Experience ensuring compliance with wastewater and stormwater regulations (preferred).
 - Proven success in facilitating necessary compliance reporting.
7. Project Management:
 - Proven experience in managing multiple projects concurrently.
 - Demonstrated success in leading, planning, executing, and evaluating project success.
8. Budget Management:
 - Experience in budget management, allocating resources efficiently.
 - Proven ability to identify and implement cost-saving opportunities.
9. Collaborative Approach:
 - Experience collaborating with cross-functional teams and external partners.
 - Demonstrated ability to work collaboratively with city departments, council, government agencies, and community stakeholders.
10. Emergency Response Preparedness
 - Ability to develop and implement emergency response plans for wastewater and stormwater system failures.
11. Vendor and Contractor Management
 - Experience in vendor and contractor selection, negotiations and management for construction and maintenance projects.
 - Ability to ensure quality and compliance with contractual agreements.
12. Contract Management
 - Develop and manage contracts with vendors, suppliers, and service providers.
 - Ensure compliance with contract terms and conditions, including budgetary constraints and project timelines.
 - Monitor contract performance and address any issues or discrepancies promptly to mitigate risks and maintain project integrity.

Specific Job Qualifications:

13. Proficient in overseeing a sizable multi-disciplinary team, particularly in a unionized setting.
14. Demonstrated expertise in navigating the collective bargaining process.
15. Must have demonstrated knowledge of City of Hamilton Bylaws, City of Hamilton and Provincial Health and Safety policies, Ontario Water Resources Act, Environmental Protection Act, Drainage Act, and associated regulations.
16. Demonstrated experience working with a variety of Acts and Regulations
17. Proven ability to effectively work with a variety of computerized systems related to human resource, budget, and project management.

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18. Prior experience in managing Health and Safety programs/initiatives that comply with OHSА and support organizational Health & Safety goals.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.