

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(HAMILTON WATER – CUSTOMER SERVICE & COMMUNITY OUTREACH – LOCATION – 330 WENTWORTH ST. NORTH)

SUPERINTENDENT – UTILITY LOCATES

SUMMARY OF DUTIES

Reporting directly to the Manager of Customer Service & Community Outreach, the Superintendent of Utility Locates will serve as the primary leader responsible for implementing and overseeing the municipality's utility locate program with strict adherence to legislative standards. The core focus of this role is to ensure the effective completion of utility locates for all underground City of Hamilton assets while meeting or exceeding the requirements mandated by relevant legislation. The incumbent is expected to demonstrate accountability, meticulous attention to detail, and a commitment to ensuring the safety of City staff, contractors, and the public.

Oversees activities within the Utility Locates Section, ensuring that services are delivered in accordance with established benchmarks and in alignment with the City of Hamilton Mission, Vision, and Values. A focus is placed on maximizing efficiency while minimizing disruptions to the public.

This leadership position involves meticulous preparation and reporting on the section's services, financials, administration, and staff performance. The Superintendent plays a pivotal role in implementing strategies to enhance operational efficiency and effectiveness, setting high standards and leading by example. Additionally, the role involves serving as a mentor to subordinate staff, fostering their development and empowerment.

Exhibits leadership and guidance, technical competence, customer focus, innovation, and creativity. Advocates for the team, delegate responsibilities effectively, and demonstrate a strong commitment to achieving results.

RESPONSIBILITIES

The Superintendent will take on primary accountability and responsibility for overseeing utility locate services for all City owned underground assets including those operated and maintained by other Divisions within Public Works. This entails the development and management of program budgets, providing recommendations for program enhancements and changes, and actively monitoring and reporting on program effectiveness. The Superintendent is also tasked with ensuring the delivery of all programs, emphasizing service equality, cost-effectiveness, and compliance with corporate policies and regulatory requirements.

Holds accountability for the provision of services in strict accordance with City and Provincial guidelines. The role emphasizes minimizing disruptions to clients and the public while prioritizing effectiveness and efficiency in service delivery.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO):

Provides leadership, technical advice, and direction to staff within the Section, fostering teamwork and integration among internal and external stakeholders involved in cross-functional and cross-program initiatives.

Develops comprehensive programs and procedures for utility locate services, demonstrating a results-oriented and persistent approach to achieving objectives.

Offers technical expertise and conduct site evaluations as needed to support the Manager in their responsibilities.

Prepares tender documents, request-for-proposal documents, and request-for-quote documents for contracted works and consultant assignments. Administer contracts and consultant assignments, overseeing tasks such as scheduling work, coordinating with internal and external parties, and assessing work performance.

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Monitors operations to ensure compliance with legislative requirements, including the Occupational Health and Safety Act, Highway Traffic Act, and the Ontario Underground Infrastructure Notification System Act, while aligning with the City of Hamilton Mission, Vision, and Values.

Participates in discussions and presentations on relevant issues with elected officials, agencies, and the public. Attend various Committee/Council and public meetings as required, providing background information on policies, programs, work methods, and procedures as appropriate.

Prepares or review technical reports arising from the core program for presentation to various City committees.

Represents the department on various corporate committees/teams as required.

Develops the annual draft budget for the core program, monitor and control expenditures, project future expenditures, and recommend changes as needed.

Reads and interprets blueprints, corporate Geographic Information System (GIS) records, design standards and specifications, and "as-built" records.

Inputs, retrieves, and analyzes data from corporate database systems, computer maintenance management systems and quality management systems.

Exercises daily complex decision-making using sound judgment, ingenuity, independent thinking, and team-building skills to maximize operational effectiveness.

Provide after-hours and emergency coverage as required.

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

QUALIFICATIONS

1. Demonstrated extensive knowledge of the duties listed above, typically acquired through a Community College Diploma as an Engineering Technologist (Civil preferred) or an approved equivalent. Alternatively, a combination of education and progressive work-related experience in a relevant field.
2. Must possess experience with underground infrastructure, locating equipment, and locating various assets, including water, wastewater, drainage, traffic signals, fiber optic, and electric.
3. Ability to read and interpret GIS Maps, drawings, and plan and profile "as-built" drawings.
4. Preference will be given to candidates who have completed a Damage Prevention Technician Certification Program.
5. Must have demonstrated knowledge of City of Hamilton Bylaws, City of Hamilton and Provincial Health and Safety policies, Ontario Underground Infrastructure Notification System Act and associated regulations.
6. Demonstrated experience working with a variety of Acts and Regulations.
7. Progressive supervisory experience.
8. Strong leadership skills with the ability to motivate and guide a diverse team.
9. Experience fostering a positive and inclusive work environment.
10. Proven ability to set clear goals, monitor performance, and provide constructive feedback.
11. Demonstrated ability to effectively manage a multi-disciplinary staff in a results-oriented environment, particularly in a predominantly unionized setting.
12. Solid financial acumen with experience managing budgets effectively.

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13. Ability to allocate resources efficiently and identify cost-saving opportunities.
14. Excellent leadership, facilitation, communication, presentation, and interpersonal skills.
15. Strong organizational skills to manage tasks effectively.
16. Excellent verbal and written communication skills for internal and external stakeholders.
17. Experience developing and implementing communication strategies to enhance transparency and information flow.
18. Ability to convey technical information in a clear and understandable manner.
19. Computer literacy and proficiency in Microsoft products (Word, Excel, Outlook, and PowerPoint).
20. Experience with geospatial applications such as Esri.
21. Proficiency in utilizing computer maintenance management systems.
22. Proven ability to collaborate with cross-functional teams and external partners.
23. Experience working collaboratively with city departments, government agencies, and community stakeholders.
24. Working knowledge of the collective bargaining process.
25. Must possess a valid Class "G" Driver's licence.

NOTE: As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Record & Judicial Matters Check, at their own expense, prior to beginning work in this position.

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