

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

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

SUPERVISOR – UTILITY LOCATES - OFFICE – CUPE 1041

SUMMARY OF DUTIES

Reporting directly to the Superintendent – Utility Locates, the Supervisor of Utility Locates - Office will serve as the primary leader to oversee the daily office operations of the utility locate program and front-line staff and focusing on the administrative and organizational aspects of the utility locate program. This position requires a high level of technical expertise, leadership, and a commitment to maintaining compliance with legislative standards.

The Supervisor will lead the office operations related to utility locates, emphasizing on leading front-line staff who reviewing incoming locate requests, handling office and automatic locate clearances, and overseeing the overall administrative procedures of the utility locate program. The Supervisor will also ensure 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.

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 Supervisor will take on primary accountability and responsibility for overseeing the office operations of the utility locate services for all City owned underground assets including those operated and maintained by other Divisions within Public Works. This entails assisting in the development and management of program budgets, actively monitor office operations, and provide recommendations for enhancements and changes to improve service delivery. The Supervisor will enforce safety protocols in all office operations.

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

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO):

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

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

Offers technical expertise as needed to support the Superintendent in their responsibilities.

Primary contact for Ontario One Call, ensuring that the utility locates program meets regulatory requirements and keeps up with regulatory changes by staying informed of upcoming changes and making recommendations to the management team.

Responsible for program reporting including reporting required under the regulations, program effectiveness and other program key performance indicators.

Assists in the preparation of 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.

Job Description #: A14570

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

Participates and supports 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 reviews technical reports arising from the core program for presentation to various City committees.

Supports the development of 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.

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

Provides after-hours and emergency coverage as required.

Perform 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. Preference will be given to candidates who 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. Demonstrated supervisory experience including, strong leadership skills with the ability to motivate and guide a diverse team.
8. Strong organizational skills to manage tasks effectively.
9. Excellent verbal and written communication skills for internal and external stakeholders.
10. Demonstrated experience in developing key performance indicators and reporting on large programs.
11. Ability to convey technical information in a clear and understandable manner.
12. Computer literacy and proficiency in Microsoft products (Word, Excel, Outlook, and PowerPoint).

Job Description #: A14570

13. Experience with geospatial applications such as Esri.
14. Proficiency in utilizing computer maintenance management systems.
15. Working knowledge of the collective bargaining process.
16. 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.

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