

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (TRANSPORTATION OPERATIONS & MAINTENANCE – ROADWAY MAINTENANCE - LOCATION - TBD)

SUPERINTENDENT, ROADWAY MAINTENANCE - AFTERHOURS

POSITION SUMMARY:

Reporting to the Manager of Roadway Maintenance, the Superintendent, Roadway Maintenance - Afterhours is an integral part of the Roads Superintendent team. This highly motivated individual is accountable for the delivery, quality, quantity and efficiency of Council approved operational, legislated, and maintenance programs/services that affect municipal roadway infrastructure. The incumbent will provide leadership to a large multi-functional group of Supervisors and staff, promote the City's desired culture, mission, vision and values and contribute to the fulfilment of City and department policies, procedures and strategic plans.

Oversees the coordination and execution of all Afterhours Roadway Maintenance operations. Roadway Maintenance services that are provided between 3pm to 7am, 7 days a week, are designated as 'Afterhours'. The Superintendent is responsible with supervising this group and establishing a proactive maintenance program, with a focus on optimizing services conducted overnight.

DUTIES:

Develops Self and Others:

- Provides leadership, motivation and direction to Supervisors and staff.
- Develops and empowers staff through delegation of assignments, responsibilities and accountabilities, through regular feedback, development opportunities and technical direction.
- Makes recommendations for training of Supervisors and staff, to Manager and HR, in order to benefit the corporation and individual, which also leads to cross-utilization of staff.
- Manages and assesses performance of Supervisors consistently and effectively through motivation, supervision, hiring and promoting the most qualified people, recognition, discipline, attendance management and ensuring personnel matters are kept confidential.
- Sets realistic yet challenging work goals for self and others; acts as a coach to guide others to higher levels of performance.
- Actively pursues self-development on an ongoing basis (professionally and personally), actively solicits feedback on their performance from others and integrates new learning into work methods.

Achieves Results:

- Monitors and measures Supervisor and program output to ensure qualitative and quantitative goals are met.
- Determines the annual and seasonal work programs by planning, organizing, scheduling, implementing and monitoring work activities and equipment for all employees and contractors.
- Initiates, allocates, oversees and monitors operational contracts and addresses non performance. Escalates ongoing performance issues.
- Plans and controls programs for Roadway Maintenance, to ensure their cost effectiveness, quality and safe and timely delivery, in compliance with legislation, policy and protocols.
- Identifies and provides rationale for specific projects relative to the area of responsibility through proper investigation, cost estimating and the setting of priorities.
- Ensures the documentation of work activities through completion of work orders, reports, time cards, absentee forms, vacation scheduling, and daily diary entry of activities, work schedules and programs.
- Participates in the development and review of operating policies, procedures, work programs, budgets and strategic plans of the Operations and Maintenance Division.
- Monitors regular maintenance inspection programs to ensure legislative compliance.
- Uses a best practices approach to supervise employees, contractors, consultants, programs and projects

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related to the maintenance of MMS and Council approved Levels of Service, program/projects, services and special projects by ensuring effective and efficient use of staff, financial and equipment resources.

Teamwork:

- Promotes teamwork, resource sharing and integration within the Roadway Maintenance Section and with other supervisory staff.
- Participates in cross-functional and cross-program initiatives.
- Collaborates with other Divisions or Departments.
- Keeps manager apprised of what senior managers need to be involved in. Refers to manager anything that is outside of precedent with regard to any area of responsibility or accountability.

Adaptability to Change:

- Participates in the evolution of performance standards, training requirements and work procedures.
- Monitors effectiveness of existing program services levels and recommends improvements as required.
- Promotes and acts on continuous improvement opportunities.
- Encourages people to try out new approaches and responsibilities in their work, while managing risks sensibly.

Customer Focus:

- Investigates, evaluates and implements solutions and prepares written reports about customer complaints/requests in compliance with authority and accountability levels. (Note: customers include citizens, Council and various City departments).

Financial Effectiveness:

- Provides administration and effective cost control of allocated capital and non - capital resources through utilization of performance standards, specifications, work programs and procedures, monitoring of cost control reports and statistical data.
- Ensures that routine program performance costs remain within approved budget allocations and provides estimates and forecasts for consideration by the Program managers.
- Procures materials, equipment and services within approved resource allocations that are required to support staff in meeting program delivery objectives. Manages funds from rate or levies for materials. Tracks and reviews financial data and adjusts to ensure resources are being managed in a fiscally responsible way.

Effective Communication:

- Establishes and maintains an effective network of communication among senior management and subordinate staff, various public and private sector agencies, constituents, civic departments and other levels of government.
- Ensures Supervisors know what is going on and supports them with tools, coaching, issue management, and guidance in interpretation of policy and decision-making boundaries.
- Provides professional consultation and reports on service levels, financials, and staff performance against industry benchmarks to the Managers, Director and/or General Manager, as required.
- Acts as liaison between upper management and field supervisors.
- Directs and schedules regular Supervisor meetings and makes presentations.

Health, Safety and Wellness:

- Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety and ensures that all employees do the same.
- Ensures that employees are provided with and use the appropriate equipment, materials and/or procedures required to perform the assigned duties.
- Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies, and procedures.
- Embraces healthy, active living and helps create a healthy workplace that supports the physical, mental and social well-being of self and staff.
- Investigates liability claims of personal injury accidents and property damage; attends Examinations for Discovery and Court, as required.

Organizational Commitment:

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- Acts in accordance with City of Hamilton standards of conduct and respects the organization's business agenda by fulfilling all job requirements.
- Interprets and ensures compliance with all applicable Provincial/Federal Acts, Standards, Union Agreements various specific by-laws, HR and operations legislation, policies and procedures.
- Models' leadership to Supervisors and staff through professional conduct, strong communications, acceptance of responsibility for error, individual consideration, and demonstrating understanding of their roles.

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

QUALIFICATIONS

1. Diploma in Civil Engineering Technology or Certified Engineering Technician and successful completion of Certified Road Superintendent (CRS) or related combination of education and experience and/or willingness to obtain certification within three years from the start of employment.
2. Considerable experience in a supervisory position in a public-sector environment or any satisfactory combination of experience and training which demonstrates the knowledge, skills and ability to perform the duties of the position.
3. Demonstrated knowledge of road maintenance, planning, engineering and project management theories, practices and trends to manage operational tasks, including reviewing, approving and implementing work plans and budgets.
4. Working knowledge of computers, principles and practices, methods, materials and equipment used in the construction and maintenance of construction and maintenance of public works infrastructure.
5. Knowledge of principles of supervision and personnel practices; public works safety procedures; budget planning and preparation.
6. Demonstrated service excellence by identifying and responding to current and future needs of internal and external customers (e.g. elected officials, representatives of other levels of government, management, community groups/associations/organizations, peers, staff and the general public).
7. Must have a thorough knowledge and understanding of the Minimum Maintenance Standards, statutes, regulations and by-laws affecting the department/section and a working knowledge of related corporate policies and procedures.
8. Proven management experience with an emphasis on continuous improvement, development of maintenance programs, and development of team members to promote and support a high performing team.
9. Strong problem solving, conflict resolution and investigative skills.
10. Qualified in First Aid and CPR and/or willingness to obtain.
11. Possess thorough knowledge of the Acts related to working in a municipal environment involving the construction and maintenance of roads, bridges and other related infrastructure.
12. Basic knowledge of Labour Relations Act and Human Rights legislation
13. Demonstrated success in developing self and others on an ongoing basis (e.g. through selection, performance management, training, coaching, succession planning, self-reflection and development planning, etc.).
14. Demonstrated ability to prioritize organizational needs then formulate, communicate, organize, implement, manage, monitor, measure, adjust and achieve work plans, consistent with the organization's objectives.

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15. Demonstrated support and role modelling of an organization's mission, vision and values.
16. Demonstrated success in the prevention and control of workplace hazards and the creation of a safe workplace.
17. Valid Class "G" Driver's Licence.

ASSETS:

18. Experience with Enterprise Asset Management systems
19. Experience in managing grievances and interpreting collective agreements.
20. Demonstrated knowledge of Health and Safety Act and applicable regulations, as it relates to the position.
21. Experience in and knowledge of municipal operational maintenance functions.
22. Experience with snow clearing/removal operations.