

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(TRANSIT – TRANSIT FLEET MAINTENANCE – LOCATION – 2200 UPPER JAMES ST./281 Birch Ave)

SUPERINTENDENT – REGULATORY COMPLIANCE AND DAILY SERVICE - TRANSIT

OVERVIEW

Reporting to the Manager of Transit Fleet Maintenance the Superintendent, Regulatory Compliance and Daily Service provides supervision to staff in service oriented, multi-functional workforce environment. Be a leading authority in the Transit, Fleet Maintenance section, meeting or exceeding all Federal, Provincial and City regulations affecting the operation of the fleet as related to compliance which includes but not limited to TSSA compliance to support fueling and maintenance activities within the department.

Provide direction and support to staff and other client groups with varying priorities for vehicle readiness to support daily service requirements while promoting a customer service oriented and teamwork culture within the section by maintaining positive relationships with internal and external client groups and customers.

Accountable for establishing and achieving Sectional and Departmental goals and objectives through the effective and efficient use of all resources. Using a best practices approach to develop and deliver quality service in a timely and cost-effective manner.

Establish, evaluate and report on the section's key performance indicators (KPI's), including productivity, quality of service and staff performance against internal and external benchmarks. Design and implement procedures to improve effectiveness and efficiency.

RESPONSIBILITIES

You will assume lead responsibility and accountability for the supervision, planning and control of fleet readiness which includes fueling, cleaning and shop functions to meet the needs of a multi-disciplinary internal customer base within the City of Hamilton.

The position is accountable to the Manager of Transit Fleet Maintenance for ensuring that fleet services are provided in accordance with the City of Hamilton Policies, and within the collective bargaining agreement guidelines with minimal disruption to the clients and the public in the most effective and efficient manner consistent with the City of Hamilton mission and vision guidelines.

Assume lead accountability and responsibility for the provisioning of clean, safe and reliable vehicles in accordance with use requirements for daily service.

Responsible to continually monitor and manage compliance as it pertains to fueling requirements and vehicle readiness.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Supervision of forepersons, technicians, and other maintenance workers to carry out maintenance, cleaning and servicing of vehicles and equipment.

Work planning, scheduling and coordination within a multi-shop/function garage. Authorize over time, shift changes, temporary pay rate changes, absence requests, etc. in accordance to CBA and City of Hamilton Policies.

Participates in the strategic business planning of the Transit Fleet section.

Create reliable information reports and technical performance measurements.

Communicate a clear understanding of the division's technical and regulatory goals to all stakeholders.

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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.

Plan, analyze and make suggestions for improvements to safety, quality, efficiency, effectiveness and cost of maintenance functions. Develop and maintain workplace policies, procedures, and work methods, to maintain high quality standards in a safe, healthy and productive workplace.

Conduct or participate in hiring interviews, attendance management meetings, performance evaluations, grievances and discipline meetings as required.

Ensure compliance with City policies, procedures, rules, regulations, and safe working practices. Ensure compliance with all MTO guidelines as it relates to safety requirements for all Transit vehicles.

Monitor and control expenses to meet customer expectations and budget limits, monitor budget expenditures, cost of service delivery, and approve expenditures.

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

QUALIFICATIONS

1. Proven leadership experience in transit or fleet maintenance environment or equivalent progressive experience combination of education and relevant work experience.
2. Experience managing staff, designing, and delivering customer focused programs and services in a unionized environment. Post secondary leadership or business education considered an asset.
3. Knowledge of the Highway Traffic Act, Commercial Vehicle Operator's Registration program MVIS requirements an asset.
4. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
5. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the compliant operation of vehicles and equipment.
6. Possess a demonstrated record of strong supervisory leadership, guidance, customer focus, innovation, team advocacy, staff delegation, empowerment, and staff development.
7. Knowledge and understanding of the Occupational Health and Safety Act/Regulations for Industrial Establishments. Knowledge and understanding of the Workplace Hazardous Materials Information System legislation, Human Rights Code, Fleet Maintenance policy/procedures and respective Collective Agreements.
8. Demonstrated ability and willingness to motivate and lead employees in a unionized environment to increase productivity and throughout.
9. Ability to report on/support Key Performance Indicators (KPI's) of the business.
10. Ability to communicate effectively with all levels of the organization and external suppliers.
11. Ability and willingness to motivate and lead employees in a unionized environment to increase productivity and throughout.
12. Ability to act independently as the supervisor on duty while adhering to the goals, objectives, policies and rules of the organization.

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13. Possess a demonstrated record of strong effective guidance, sensational customer service, and innovation, creativity, and team advocacy.
14. Possess a high level of personal integrity, be an excellent communicator as well as results oriented.
15. Ability to work in an industrial environment, maintain safety boots/equipment as required.
16. Must be able to work shift work which includes afternoons, evenings, and weekends.
17. Must maintain a valid Class CZ, or better, Ontario Driver's License (training provided).

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