

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
ENVIRONMENTAL SERVICES DIVISION, CEMETERIES SECTION - LOCATION - 777 York Boulevard)

MANAGER OF CEMETERIES

Summary of Duties:

Reporting to the Director of Environmental Services, the Manager of Cemeteries is responsible for the planning, operation, maintenance, and financial performance of City owned cemeteries. In addition, the Manager is accountable for the availability of adequate and appropriate resources required to deliver service programs.

General Duties:

Administer, co-ordinate and direct the ongoing operations and work activities within the section by delegating and assigning work to staff ensuring maximum utilization of human resources and monitoring and evaluating individual staff performance and providing support and guidance for staff development as required.

Provide strategic leadership in keeping with the Sections, Division's, and Department's strategic plans and Corporation's strategic Mission and Vision and stated priorities, and in response to growth in the city and changes to the needs of the population.

Promote a positive workplace culture and take actions for continuous improvement.

Responsible for developing, coordinating, and monitoring the sectional budget, in compliance with Burial Authority of Ontario regulations and requirements.

Responsible for the hiring, orientation, training, coaching, mentoring, developing, scheduling, disciplining and performance accountability of staff.

Develop performance measures and key performance indicators that will lead to greater efficiencies and improved services provided in Cemeteries, including through continuous improvement initiatives.

Participate in labour relations matters by maintaining a close working relationship with Human Resources.

Create and maintain business plans including program service levels for Cemeteries operations in alignment with corporate priorities, goals, objectives and service demands.

Lead in setting annual performance targets for operations and business units such as cemetery sales.

Ensure timely, effective, and efficient delivery of service programs in accordance with operating plans and program schedules in compliance with all applicable legislative requirements.

Establish and maintain standard operating procedures and program schedules to ensure timely, effective, and efficient delivery of services in compliance with all applicable legislative requirements.

Ensure effective and consistent service delivery relative to current policy and procedures, changing conditions, demands, and regulations with an emphasis on risk mitigation and claims.

Maintain program quality assurance and financial performance using appropriate measures and systems.

Represent, report, promote and advocate for the sections services by communicating positively and frequently with committees, working groups, and within the community at large.

Job Description # A15110

Work cooperatively and communicate frequently with staff, other Public Works divisions and other divisions/departments in the Corporation.

Ensure operational compliance with all applicable legislation, policy, contracts, agreements, regulations and guidelines.

Promote Cemeteries through the development and maintenance a sales, promotion, and advertising program.

Maintain a positive, cooperative, helpful and honest relationship with members of Council and leaders of the City of Hamilton.

Act on behalf of the Director as delegated.

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

Qualifications:

1. Sound knowledge of the duties listed above with five (5) years of progressive supervisory and management work experience in municipal Cemeteries operations. Requirement of a university degree or a college diploma. Training specific to cemetery operations and planning such as an OACFP MBBA would be considered an asset.
2. Proven knowledge of best operational practices and theories together with a proven record in planning, designing and maintaining Cemeteries operations.
3. Demonstrated ability to provide effective leadership to a large, unionized workforce supported by a thorough understanding of "industry best management practices" and an appreciation of operating environments and issues affecting staff in program delivery.
4. Demonstrated commitment to achieve service excellence through continuous improvement initiatives such as technical innovation, process change, and staff training/development/mentoring programs in addition to the ability to develop and support new and innovative business initiatives and partnerships.
5. Demonstrated competencies in the preparation and management of large-scale operating and capital budgets affecting multiple service programs delivered through a combination of in house and contracted forces.
6. Experience in a computerized environment. Working knowledge of Microsoft Applications (Word, Excel, Outlook, and PowerPoint) and work order management systems, as well as contract management systems.
7. Demonstrated strong interpersonal and communications skills to support the development of effective relationships with staff, contractors, members of council, the media, community organizations and the general public.
8. Demonstrated understanding of applicable statutes, regulations and by-laws affecting the scope of the position.
9. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
10. Demonstrated knowledge of collective bargaining process and experience in effective application of collective agreements.