

## CITY OF HAMILTON

### **PUBLIC WORKS DEPARTMENT**

### **(WASTE MANAGEMENT DIVISION – WASTE COLLECTION SECTION - LOCATION – 1579 BURLINGTON ST. E.)**

### **SUPERVISOR, WASTE MANAGEMENT BY-LAW COMPLIANCE AND ENFORCEMENT – CUPE 1041**

### **SUMMARY OF DUTIES**

Reporting to the Superintendent, Waste Collection Operations, this position is responsible for functional and administrative supervision of the Waste Management By-law Compliance and Enforcement team for the enforcement of applicable by-laws such as the Solid Waste Management and Municipal Parks By-law. This position acts as a resource, aids, as well as develop, organize, and direct effective customer-focused and enforcement services that align with the City of Hamilton's strategic plan and City Council priorities. The knowledge and skills needed for this position will achieve resolution to by-law infractions through voluntary compliance and progressive enforcement of the by-laws to ensure public safety and a clean and green city.

### **GENERAL DUTIES**

Supervise and provide leadership and direction to subordinate staff by demonstrating a high-level of integrity and technical proficiency. Ensuring the compliance of all applicable by-laws in accordance to established procedures, corresponding by-laws, and other applicable legislation.

Supervises the Waste Management By-law Compliance and Enforcement Team by assigning, prioritizing, and scheduling daily activities to ensure that services are provided efficiently and effectively.

Develops, monitors, and reports Key Performance Indicators (KPI) and metrics related to the operations, goals, and objectives, and participates and encourages continuous improvement within the team.

Accountable for achieving sectional goals and objectives through the effective and efficient use of financial and staff resources.

Ensures employees are provided with the use of appropriate equipment, material and procedures required to perform the assigned duties effectively. Ensures that all employees perform work in accordance with applicable health and safety legislation and all City of Hamilton corporate, departmental, and sectional policies and procedures.

Provides guidance, training, and support to staff, review laid charges, investigates complicated complaints, swears out information and lays charges as required.

Investigate, hold accountable, and take appropriate actions towards subordinates that fail to work in accordance with policies and procedures in accordance with the Collective Bargaining Agreement (CBA).

Monitors and evaluates employee performance and provides support and coaching for staff development, utilizing the City of Hamilton's Performance Accountability & Development (PAD) tool.

Represent defined area in labour relations issues including participation in labour management meetings, providing input for CBAs, grievance settlements and staff recruitment.

Implements strategies to improve efficiencies and effectiveness.

Provides written and verbal reports of inspection and enforcement findings, actions and recommendations to Councillor, public, senior management, external agencies, and other stakeholders.

Liaises with staff in other Divisions responsible for providing services to ensure that waste management related program information is being communicated and administered in a consistent manner.

Resolves problems related to service delivery and consults with the Waste Collection Supervisors, Superintendent, and Manager in escalated situations and flags unusual circumstances to management.

## **Job Description #: A15477**

Consults with the Project Manager, Contract Operations and Contract Technician to ensure escalated complaints and concerns in the contracted collection zones are actioned and resolved appropriately in accordance with the contract.

Prepares and gives evidence at court, including but not limited other tribunals and committees as required.

Works in accordance with the provisions of applicable health and safety legislation and all City of Hamilton corporate, departmental, and sectional policies and procedures related to occupational health and safety.

Provides Supervisory support to working collaboratively with Waste Policy and Planning team for the review and approval process of new developments and new services to existing properties in accordance with the City of Hamilton Waste Requirement for Design of New Developments and Collection requirements.

Participates as a representative on various corporate committees/teams as required.

Assist with staffing coverage for other sectional supervisors related to vacations, absences, etc.

Perform other duties as assigned, which are directly related to the functions of the job/department as defined.

### **QUALIFICATIONS**

1. Preference given to those who have demonstrated competence related to coordinating municipal by-law standards, normally acquired by community college diploma in a relevant field of study with progressive experience or equivalent combination of education and relevant work experience directly related to municipal by-law enforcement and customer service.
2. Completion of the Ontario Association of Property Standards Officers Basic (OAPSO), Intermediate or Advance Course. Preference will be given to candidates certified in OAPSO and Municipal Law Enforcement Officers' Association of Ontario (MLEOA).
3. Excellent written and verbal communication skills, customer service skills, facilitation skills, presentation skills, a team leader and mentor possessing developed negotiation and conflict resolution skills.
4. Demonstrated supervisory experience. Possess and demonstrate key supervisory attributes including effective leadership, coaching, team building, conflict resolution and time management skills as well as a commitment to promote and support team accomplishments.
5. Demonstrated experience working with municipal by-laws, provincial legislation, regulations, courtroom preparation and prosecution.
6. Must have excellent verbal and written communication skills and ability to deal diplomatically, fostering the goal of service excellence with all levels of management, staff, elected officials, the public, subordinates, other departments.
7. Intermediate level or above knowledge of computer systems and technology related to public works operations and maintenance (i.e., Infor Service Request software application, GIS programs).
8. Intermediate level or above, possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel, Word, and Outlook.
9. Thorough understanding of Collective Bargaining Agreements, grievance procedures, mediation, dispute resolution, attendance support and management and maintenance management.
10. Knowledge of general accounting principles and municipal administration/operations.
11. Demonstrated knowledge of the Occupational Health & Safety Act and applicable regulations.