

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT LOCATION – KING’S FOREST GOLF COURSE)

SUPERVISOR OF GOLF OPERATIONS - CUPE 1041 FACILITIES MANAGEMENT & CAPITAL PROGRAMS – LOCATION: KING’S FOREST & TIM HORTONS FIELD

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reports to the Manager of Sports & Entertainment Facilities. supervises a crew in the maintenance of Golf Courses.

GENERAL DUTIES

Supervises a crew and their activities by providing technical knowledge and direction on equipment operation and maintenance on golf courses, turf maintenance and for lawn bowling facilities.

Develops, implements and evaluates work plans, reporting on the section’s program, financial and staff performance against internal and external benchmarks. Designs and implements strategies to improve the effectiveness and efficiency of meeting community needs based on research, demographics and trends.

Maintains a preventative maintenance program by implementing and monitoring procedures, scheduling and reporting for Golf Operations.

Liaises with Capital Programs and City Wide Sections on project design and management for all Capital Projects and Special Events.

Manages full time and part-time staff including motivation and supervision, interviewing, hiring, orientation, training, and scheduling.

Responsible for the co-ordination and supervision of subcontractors working at the Golf Courses.

Responsible for the co-ordination, preparation and monitoring of annual operating and capital budgets for area of responsibility. Provides administration and effective cost control of the allocated current and capital budgets through utilization of performance standards, specifications, work programs and procedures, monitoring of cost control reports and statistical data.

Responsible for the collection of revenues from rentals and services at the Golf Courses.

Ensures staff perform efficiently and in harmony to provide a high level of service to a defined area.

Provides input on the development and evolutions of performance standards ensuring identified outcomes are met.

Assist manager with grievances, interview and appoint applicants to staff vacancies.

Responds to complaints and inquiries in a timely and professional manner by investigating, evaluating and implementing solutions and prepares communication to citizens and members of Council.

Assists the Manager in preparing reports.

Provides input to Managers in areas such as design, construction, energy management, contract management, preventative maintenance and environmental standards with respect to operational efficiency.

Continuously inspects all the equipment. Prepares and presents reports to Managers on items such as operational issues, equipment recommendations, etc.

Responsible for conducting fire drills and fire prevention program in accordance with the Fire Safety Regulations and in co-operation with the local fire department.

Investigates accidents, claims and dangerous conditions that may involve City employees, personal injury accident and public/private property damage.

Responds to emergency situations based on a twenty-four hour, seven-day week rotational response system for building emergencies, equipment failures and occupant safety and security alarms.

Ensures that all staff receives adequate and pertinent health & safety and technical training in order that work is performed in a safe and productive manner.

Directs and monitors hired contractors on project work.

Inspects, evaluates and analyzes on a daily basis conditions of playing surfaces and adjusts maintenance and/or cultivation schedules accordingly.

Determines and co-ordinates the daily work programs by planning, organizing and scheduling of work activities and equipment for employees, including students, hired equipment and contractors.

Schedules and implements long and short term maintenance programmes such as fertilization programs, irrigation systems, pesticide and I.P.M. (Integrated Pest Management) programs, regular and long term cultivation programs, training, health and safety.

Makes recommendations to outside user groups, other Municipal Departments and staff on turf care, pesticide use and fertilizer application and/or soil treatments.

Liaises with equipment suppliers, researches facilities, golf associations and membership clubs.

Represents Department at meetings such as CGSA (Canadian Golf Superintendents Association) and O.G.S.A. (Ontario Golf Superintendents Association) and the Stadium Manager's Association.

Requisitions and maintains an inventory of supplies, equipment and materials.

Provides technical advice on horticultural improvements and landscaping for the Golf Courses.

Maintains records such as employee records and monitors records and inputs data for irrigation systems, fertilization, I.P.M. program and plant pathogen controls.

Receives and answers inquiries from staff, other departments, public and contractors.

Test drives equipment such as mowing tractors and moving equipment. Ensure operators are trained in proper use.

Co-ordinates emergency operations such as irrigation malfunctions.

Interprets and ensures compliance with the Occupational Health and Safety Act, W.H.M.I.S. and Union Agreements.

Maintains servicing schedules for inspections of equipment.

Establishes and maintains an effective network of communication between senior management and subordinate staff, various public and private sector agencies, user groups and constituents and numerous civic and city departments and other levels of government.

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.

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.

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

QUALIFICATIONS

1. A University Degree or College Diploma in mechanical, electrical, industrial engineering or facility management or equivalent combination of related qualifications and work experience.
2. Knowledge and experience in building systems including HVAC systems and mechanical refrigeration.
3. Excellent organizational skills and time management skills, including the ability to co-ordinate staffing requirements for regular, emergency and special services.
4. Knowledge of building construction technology including mechanical/electrical systems, roof/wall/fenestration systems, structural systems and an orientation to maintenance management.
5. Excellent leadership, communication, presentation, report writing and interpersonal skills in order to co-ordinate, develop, supervises and support staff, consultants and contractors.
6. Must have excellent computer skills in a Windows environment utilizing MS Office and database software, a strong focus on financial analysis and budgeting.
7. Progressive experience in the horticulture, turf management field normally acquired by a combination of education and related work experience.
8. Diploma in Turf grass Management or Turf Management Short Course.
9. Must possess a valid Ontario Landscape Exterminators License.
10. I.P.M. (Integrated Pesticide Management) Accreditation is a mandatory requirement.
11. Working knowledge of all practices and procedures related to the effective maintenance of Golf Courses.
12. Progressive experience supervising, coaching, mentoring and advising a crew and their activities.
13. Knowledge of chemicals, fertilizers, pathogens and associated integrated pest management (I.P.M.) practices.

14. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
15. Demonstrated ability to organize, motivate and supervise employees, co-ordinate efforts, complete time cards and disciplinary forms.
16. Knowledge of Collective Agreement and demonstrated ability to interpret same.
17. A member of C.G.S.A., O.G.S.A. Associations.
18. Knowledge and understanding of golf rules and etiquette.
19. Must possess a Class "G" Driver's License.

20. CPR and Defibrillator Training Certification.

21. Knowledge of:
 - Relevant portions of the National Building Code, the Provincial Building Code, the Area Municipal Codes & practices
 - Ontario Fire Marshall's Regulations
 - Insurance Advisory Council Regulations
 - CSA Standards, Forms of Agreement
 - Canadian Standard Form of Construction Document
 - Employment Standards Act and Ontario Human Rights Code
 - Municipal By-laws, Smoking and Alcohol Policies
 - Mechanical Refrigeration Code
 - Electrical Code
 - Operating Engineers Act
 - Barrier Free Access
 - Building control programming such as Honeywell

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.
