

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (OPERATIONS DIVISION – SUITE 400, 77 JAMES ST. N.)

MANAGER OF CAPITAL REHABILITATION & TECHNICAL OPERATIONS

SUMMARY OF DUTIES

Reporting to the Director of Roads and Traffic, Public Works the Manager provides leadership and performance accountability for the Capital Rehabilitation and Technical Operations Section (CRTO). The sectional mandate includes a variety of road right of way infrastructure asset management and capital maintenance. Includes rehabilitation and lifecycle management programs. Includes roads, structures and escarpment maintenance as well as storm water management related to the road network. Responsible for data management including the computerized maintenance management system. Leads team performance by demonstrating corporate values, culture and commitment to continuous improvement.

Leadership - creating a workplace culture that demonstrates corporate values and specifically prioritizes people and performance; supporting continuous improvement to achieve service excellence through employee engagement, collaboration and teamwork.

Planning - ensuring the availability of appropriate program resources (*people materials and equipment*) for successful program delivery.

Employee Performance Management – ensuring that all staff are fully job competent, qualified and motivated to achieve excellence through their position.

Program Performance Management - *ensuring that all activities are performed in compliance applicable policies, regulations, plans, protocols, quality standards and budgets; implementing, facilitating and supporting continuous improvement initiatives as a core function.*

Customer Service Management - ensuring that services are delivered in a manner that builds confidence in the Division's services and that issues are addressed responsibly.

GENERAL DUTIES

Using a “best practices” approach and a “customer service focus”, manage the performance of the CRTO Section ensuring the effective and efficient use of resources (i.e. in-house and contracted forces and equipment) in the delivery of high quality services complying with all applicable legislation, corporate policies, program standards and budgets

Provide strategic leadership and performance accountability (*e.g. performance evaluation, development plans, annual work plans etc.*) to subordinate staff, consultants and contractors within the section including technical support, scheduling, coordination, supervision and guidance.

Research, develop, recommend and implement plans, policies and programs to meet mandated goals and objectives and reports outcomes and assist with Divisional responses to various corporate, community or government proposals for service initiatives, changes or program enhancements.

Develop and manage operating and capital budgets supporting CRTO programs and projects achieving objectives through innovation and best management practices.

Prepare and present reports as required, establishing and maintaining effective communication between senior management and subordinate staff, elected officials, various public and private sector agencies, user groups, constituents, civic departments and other levels of government.

Act on behalf of the Director and represent the Divisional and Sectional programs on various initiatives, committees and liaison activities as required.

Work and ensure Sectional compliance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

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

QUALIFICATIONS

1. A minimum of a Bachelor's degree in Civil Engineering or equivalent. Qualifications as a Registered Professional Engineer, Province of Ontario, is a requirement. Additional qualification in Business Management and completion of the Project Management Professional program are assets.
2. Extensive experience in the management and delivery of public sector programs and services, with progressive related experience within the municipal government sector required. Demonstrated career experience within municipal roads capital and operating programs including a thorough knowledge and understanding of statutes, regulations and by-laws affecting the accountabilities of the position.
3. Demonstrated ability and experience in managing a multi-disciplinary staff in a unionized, results oriented, customer-service focused environment.
4. Highly developed analytical and planning skills with a proven track record for long-term visioning and big picture thinking with demonstrated skill in implementing sustainable change.
5. Highly developed ability to articulate a vision to lead and to inspire others. Demonstrated ability to initiate, lead, and implement progressive and proactive policies and programs.
6. Demonstrated experience in managing operating and capital budgets supporting the programs and projects through innovation and best management practices.
7. Experienced in designing and delivering customer focused programs and services. Ability to measure performance outcomes against service delivery standards.
8. Demonstrated commitment to ensuring a healthy and safe work environment for employees. Demonstrated knowledge of health and safety legislation and applicable regulations as it relates to the position. Core certification training would be an asset.
9. Highly effective team management and leadership abilities including exceptional communication, planning, facilitation, written and oral communication, presentation, interpersonal, problem solving and organizational skills.

10. Ability to deal effectively with elected officials, representatives of other levels of government, management, community groups/associations/organizations, peers, staff and the general public.
11. Must possess a valid Class "G" Driver's Licence.
12. Working knowledge of computer software applications such as Microsoft Office, Hansen, MMS, PeopleSoft, etc. or equivalent.

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 POSTIION AND THE WORKPLACE.
