

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

(OPERATIONS & WASTE MANAGEMENT DIVISION – ROAD OPERATIONS & MAINTENANCE - LOCATION – SUITE 400, 77 JAMES ST. N.)

### OPERATIONS TECHNICIAN – CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Roads Operations Coordinator, the Operations Technician is responsible to:

- Recommends and maintains program Key Performance Measures and Indicators (KPI's) for operating programs, activities and capital projects.
- Monitors, and evaluates and reports program and project performance data (KPI's') to support tactical and strategic program management
- Identifies Program issues (i.e. Improvement opportunities) for follow up

to support the effective management of and accountability for operating programs activities and projects.

#### GENERAL DUTIES

Routinely monitors, reviews, assesses and provides regular reports on Roads operating and capital program performance to the Management Team.

Evaluates sectional policies, procedures, programs, by-laws, and operational standards and provide recommendations for improvement strategies where required.

Compiles and prepares Tenders and Requests for Quotation documents and specifications, perform cost analysis and prepare and evaluate program costing details. Evaluates proposal submissions, provides recommendations for award and prepares purchase order requisitions.

Monitors and evaluates through field data provided by the Field Service Supervisors, the performance of contracted services to ensure that projects adhere to corporate guidelines and contract specifications. Monitors and analyzes project costs to ensure appropriate cost control.

Assist in the preparation, monitoring and forecasting of the Section's current and capital budget.

Monitors and evaluates program costing, unit costing, and lump sum orders.

Co-ordinates and administers related special projects as required.

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.

Performance of other duties as assigned related to the core responsibilities of the position.

#### QUALIFICATIONS

1. Demonstrated knowledge of research techniques, report writing, computer skills and a technical understanding of municipal roads programs normally acquired through the completion of a Community College program in a related discipline or an equivalent combination of education and related work experience.

2. Demonstrated related roads operations and maintenance experience would be an asset. Previous experience in assisting with forecasting, monitoring and evaluating budgets as well as previous experience monitoring and evaluating program and unit costing is essential.
3. Highly effective research and analytical, written and oral communication, presentation, interpersonal and organizational skills.
4. Ability to deal effectively with elected officials, representatives of other levels of government, management, community groups/associations/organizations, peers, staff and the general public.
5. Must possess good computer skills and proficiency in Windows and Microsoft Office Systems (Word, Excel, PowerPoint, Outlook), computerized work order systems.
6. Preference given to those with competence in GIS, GeoMedia and Hansen software or equivalent.
7. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the Section.
8. Must have a valid Class "G" Driver's Licence.

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