

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

### (HAMILTON WATER DIVISION – WATER/WASTEWATER PLANNING & CAPITAL - SYSTEMS PLANNING SECTION - LOCATION – 100 King STREET W. 9<sup>th</sup> FLOOR)

### MANAGER, WATER & WASTEWATER SYSTEMS PLANNING

#### OVERVIEW

Reporting to the Director, Water/Wastewater Planning & Capital, the Manager, Water & Wastewater Systems Planning will lead and be responsible for the overall concepts, planning, development and implementation of Water, Wastewater, and Stormwater (W/WW/SW) strategies supporting existing services as well as future growth within the City. Areas of focus include W/WW/SW programming and planning studies, development planning and review, master servicing and environmental assessment, system hydraulics and modelling, capital planning and infrastructure scope validation, and strategic maintenance and operational support activities. This position will also support internal and external communication requirements for specific projects and initiatives undertaken by the division.

This position is accountable for establishing and achieving departmental/divisional goals and objectives through the effective and efficient use of financial and staff resources and reports on sectional performance against appropriate benchmarks. Expectations include use of a "best practices" approach in developing and delivery of quality services in a timely and cost effective manner. The manager is expected to create a positive, respectful and collaborative work environment while instilling a customer service focus within the team. The manager role is accountable for ensuring that infrastructure planning programs are provided in accordance with City and Provincial guidelines, policies and regulations with minimal disruption to the public and in the most effective and efficient manner consistent with the City of Hamilton Mission and Vision.

This position will lead a staff team to achieve goals and initiatives to protect the health and safety of the public and the environment by ensuring compliance with changing industry standards and regulations. Work will focus on improving W/WW/SW system performance, delivering cost-effective and reliable services, and applying sound municipal planning practices for both long and short term system improvement programs. In addition, this position will be responsible for interacting with the public, Council, and government agencies where appropriate to ensure support for programs and projects. Staff teams will be managed to complete specific corporate, departmental and section projects and investigations, seeking new methods, systems or techniques to support continuous improvement in the delivery of services within the City.

Responsibility includes managing projects and programs in a variety of staff resource configurations ranging from individual work to leadership of cross-departmental work teams, exercising leadership, guidance, technical competence, innovative problem-solving and the achievement of results in all such settings.

The successful candidate will possess a high level of personal integrity and is an excellent communicator.

#### RESPONSIBILITIES

Assume responsibility for all planning related functions associated with W/WW/SW systems in Hamilton Water. These services will be tied directly to divisional responsibilities for specific programs to meet the changing needs of the residents and businesses of the City of Hamilton. Work will also involve interaction with local stakeholders and members of the public to communicate information regarding the status and plans for water and wastewater systems that impact their community.

The Manager, Water & Wastewater Systems Planning is accountable for ensuring that the programs within the section are assigned effectively to staff and monitored to ensure successful performance and delivery with due consideration to the management of risk, and effective delivery of service, while in accordance with city and provincial guidelines. Work undertaken must be done to uphold the goal of continuous improvement, effective and efficient execution, consistent with Council's Six Strategic Goals.

The successful candidate will provide leadership to a Section responsible for mandates that include:

- Master Planning and Class Environmental Assessments for the City's W/WW/SW systems;
- Development, management and updating of water, sewer, and storm water hydraulic models and implementation of inflow and infiltration reduction programs;
- Lead the implementation of flow monitoring and data collection programs across the City to provide information necessary to improve long range planning of W/WW/SW systems;
- Lead the development review process for W/WW/SW systems related to new growth in conjunction with other Planning Department partners;
- Provide advice and support for long range planning, and develop W/WW/SW infrastructure servicing strategies, policies, and staging plans;
- Completion of W/WW/SW servicing studies, secondary plans and coordination with other City sections related to new and existing infrastructure to meet growth needs;
- Provision of capacity and system analysis, and engineering support for W/WW/SW infrastructure;
- W/WW/SW support as required for Operational Teams;
- Coordination with other levels of government as necessary to manage programs and projects;
- Coordination with other stakeholders, agencies and parties having policy mandates or interests in sectional work;
- Work with councillors and community where W/WW/SW related challenges are identified to build effective solutions.

**GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)**

Lead teams and manage specific corporate, departmental and section programs, projects and initiatives such as:

- Developing future leaders;
- Supporting staff teams through coaching, technical troubleshooting and problem solving;
- Long and short range planning of infrastructure including Master Plans and servicing analysis;
- Directly contributing and supporting City growth and development;
- Developing hydraulic model tools and procedures;
- Contribution and support for corporate energy efficiency goals and climate change strategies.
- Presentations related to water and wastewater initiatives;
- Organizational improvements through evaluation and monitoring tools for staff;
- Developing cost-benefit or statistical analysis;
- Developing procedures necessary to meet new system requirements;
- Identifying problem areas and implementing collaborative solutions;
- Interact with council and the public on various issues and lead stakeholder engagement;
- Leading project implementation teams;
- Developing Budgets.

Empower and support staff in a sectional team environment strengthened by creative leadership providing clear direction to staff on sectional mandates. Promote teamwork and integration between internal and external parties.

Ensure timely, cost effective results in compliance with corporate and legislative requirements. Manage the administrative components of assigned programs and projects including monitoring and control of budget expenditures, project documentation and record keeping.

Promote teamwork and integration between internal and external parties participating in cross-functional and cross-program initiatives.

Consult or undertake liaison with municipal, provincial, and federal government agencies as well as with other public and private sector groups relevant to assigned projects and investigations.

Report regularly on the status of projects, tasks, staff performance, fiscal status and overall benefits of project activities to the Director of Water and Wastewater Planning and Capital.

Develop programs, policies and procedures for the Systems Planning Section within the Hamilton Water division with a results oriented and persistent perspective on meeting objectives.

Prepare or review technical reports and/or project findings including action recommendations for senior management and/or Council.

Participate as a department representative on various corporate committees/teams as required. Assist in preparing oral and written presentations to management on results and recommendations.

Prepare annual capital and operating budgets for the Section and monitor and control expenditures. Actively assess project expenditures and recommend changes where appropriate.

Interpret, apply and enforce the provisions of various by-laws related to the functions of the Section and recommend changes where appropriate.

Attend public meetings and may be asked to present the City's position/actions to council the public, media and outside government bodies.

Perform other duties as assigned which are directly related to the normal functions of the job.

## **QUALIFICATIONS**

1. Proven demonstrated knowledge and experience in the theories and practices of water wastewater and stormwater service delivery and processes usually acquired by obtaining a relevant University Degree and proven work experience or by obtaining a Diploma in an accredited Engineering Technologist's Course from a Community College plus demonstrated progressive work experience or a combination of relevant education and work experience.
2. Demonstrated knowledge and experience in municipal infrastructure planning and engineering process and theory including budgeting and hydraulics for large infrastructure.
3. Previous management and leadership experience gained through progressively more responsible positions preferably in a municipal environment.
4. Proven ability to work with a team of management professionals across multiple disciplines; effectively planning, organizing and leading programs, staff teams and key public / stakeholder interactions.
5. Understanding of municipal infrastructure programming, growth and development process and approvals.
6. Thorough knowledge and understanding of guidelines, statutes, acts, regulations and by-laws affecting the department/section, such as Environmental Protection Act, Planning Act, Safe Drinking Water Act, the Sustainable Water and Sewage Systems Act, the Ontario Water Resources Act, and the Clean Water Act.
7. Demonstrated ability to engage staff in a progressive leadership style within a municipal environment.
8. Ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem resolution.
9. Experience in, and must have an understanding of, W/WW/SW infrastructure and technologies as they relate to municipal services.
10. Must be able to work in an independent and confidential manner, making sound judgments based on results of research and/or fieldwork.

11. Consulting skills including analysis, planning, implementation and project management and financial skills including budgeting, forecasting and reconciliation.
12. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
13. Must possess excellent verbal and written communication, presentation, interpersonal, and organizational skills.
14. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
15. Must have above-average analytical and problem solving skills.
16. Knowledge of computer software applications used in business or financial analysis and report presentation. (PeopleSoft, PowerPoint, Excel, Word, Outlook, Visio, Access, GeoMedia).

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE**

\*\*\*\*\*