

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (ENERGY, FLEET & FACILITIES MANAGEMENT DIVISION - FLEET SERVICES - LOCATION - 330 WENTWORTH ST. N.)

SUPERINTENDENT, FLEET SERVICES GARAGE

SUMMARY OF DUTIES

Reporting to the Manager of Fleet Services and utilizing techniques supporting the five pillars of corporate culture you will be responsible for all aspects of the City's Fleet vehicle and equipment maintenance and repair operations.

Proactively communicating necessary information and trends to the Manager, lead the Foreperson staff and multi-functional workforce in providing multiple operations client groups with variable priorities for preventative maintenance, demand maintenance and repair services for the City's fleet vehicles and equipment.

Promote a customer service oriented and teamwork culture and focus within the Fleet Services section and maintain positive relationships with customers or client groups.

Using a best practices approach to develop and deliver quality service in a timely and cost-effective manner is accountable for establishing and achieving Sectional and Departmental goals and objectives through the effective and efficient use of all resources,

Establish, report, and evaluate on the section's key performance indicators, including productivity, quality of service and staff performance against internal and external benchmarks. Design and implement procedures to improve effectiveness and efficiency.

Possess a demonstrated record of strong effective guidance, sensational customer service, and innovation, creativity and team advocacy.

Possess a high level of personal integrity, be an excellent communicator as well as results oriented.

Maintain and foster strong relationships with local contracted vendors, provincial fleet organizations and other government agencies.

RESPONSIBILITIES

Assume lead accountability and responsibility for the development and application of efficient vehicle and equipment maintenance operations for the Fleet Services section, including a detailed annual plan for preventative maintenance inspections of fleet assets.

Assume lead accountability and responsibility for the provision of clean, safe and mechanically reliable vehicles and equipment in accordance with use requirements and direction.

Accountable for ensuring that the section provides the necessary support for service quality and timely service delivery to all Clients during regular and emergency demands.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Ensure supply and service contracts are used in accordance with defined specifications and implemented process flows ensure compliance to specifications Initiate and participate in vendor management processes to ensure efficient and effective performance of outside service contractors

Provide input to service and supply contracts and vehicle procurement specification documents.

Provide a structure to accommodate and provide training to Fleet Maintenance staff both corporate/mandatory training and vehicle and equipment training.

Handle staff disciplinary matters, attendance monitoring and workplace inspections/investigations

Participate in the strategic business planning of the Fleet Services section.

Ultimate responsibility to supervise Forepersons, repair staff and garage administrative support in a multi-functional operation at multiple sites to provide safe, affordable, reliable and convenient fleet vehicle repair and maintenance services.

Ensure staff have adequate knowledge and understanding of the computerized Fleet Management System and are using the system according to expectations.

Develop and maintain workplace policies, procedures and work methods, to maintain high quality standards in a safe, healthy, productive and competitive workplace.

Monitor and control expenses to meet customer expectations and budget limits.

Monitoring monthly budgets and addressing actual versus planned expenditures

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to safely and effectively perform their assigned duties.

Ensure that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures.

Ensuring that all work adheres to the Ministry of Transportation legislated requirements and equipment receives appropriate MTO inspection stickers

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

QUALIFICATIONS

1. Comprehensive knowledge of preventative maintenance theory and practice, normally attained through completion of a three-year Community College diploma in Mechanical Engineering Technology, a 310T Truck and Coach Licence with a minimum three years of supervisory experience in fleet maintenance or any combination of training, education, and experience deemed equivalent
2. Demonstrated working knowledge of Collective Agreements and human resource policy.
3. A certificate in general business education or must be able to demonstrate a level of expertise related to the business fundamentals of operating all facets of a Fleet Maintenance Operation
4. Previous experience in contract and vendor management, financial and work order administration.
5. Excellent knowledge and understanding of the application of computerized maintenance management systems and the related reporting to support Key Performance Indicators (KPI's).
6. Direct knowledge and understanding of manufacturer's service requirements for a diverse variety of fleet vehicles and equipment.
7. Knowledge and understanding of the Occupational Health and Safety Act/Regulations for Industrial Establishments. Motor Vehicle Safety Standards and fleet management practices.

8. Knowledge of the Highway Traffic Act and the Commercial Vehicle Operator's Registration program.
9. Demonstrated ability and willingness to motivate and lead employees in a unionized environment measuring, maximize productivity through continuous improvement initiatives.
10. Also possessing a valid 310S Automotive Licence, 425A Agricultural Equipment License or 421A Heavy Duty Equipment License will be considered an additional asset.
11. Demonstrated ability to act as a coach and mentor through staff development.
12. Proven ability to create, communicate and execute on procedures and processes which foster efficiencies, increase productivity in accordance with safe work practices and equipment operation.
13. Ability to establish effective working relationships with peers as well as with unionized staff.
14. Demonstrated ability to transfer information and knowledge in a formal and informal environment.
15. Tact and diplomacy to deal with internal and external stakeholders including the public and the union executive

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