

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
HAMILTON WATER DIVISION - LOCATION – 700 WOODWARD AVENUE

DIRECTOR OF WATER & WASTEWATER OPERATIONS

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SUMMARY OF DUTIES

Reporting to the Director, Hamilton Water, the Director, Water & Wastewater Operations assumes lead accountability and responsibility for the operational, maintenance, and customer facing programs across the City's water, wastewater and stormwater portfolios. This includes direct oversight of the Operations Group consisting of the Customer Service & Community Outreach Section, the Plant Operations Section, the Plant Maintenance & Technical Services Section, and the Water Distribution and Wastewater Collection Section.

Accountable for ensuring that the Operations Group programs are delivered in accordance with City, Provincial and Federal 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.

Accountable for establishing and achieving departmental/divisional goals and objectives through the effective and efficient use of financial and staff resources. Uses a "best practices" approach in developing and delivering quality services in a timely and cost-effective manner. Instills a customer service and value for service focus in the Group.

Evaluates and reports on the Operations Group service, financial, administrative regulatory and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

SPECIFIC DUTIES

Develops and implements technical policies, procedures and standards.

Develops and implements strategic operating plans.

Provides leadership and direction to staff within the Group.

Responds to inquiries from the media and acts as a key spokesperson for the Division, with respect to water treatment and distribution, wastewater collection and treatment, and stormwater, water and wastewater treatment issues and customer service issues related to water, and wastewater, and stormwater.

Prepares operating and capital budgets for the Operations Group and presents to the Hamilton Water Director for approval.

Monitors Water, and Wastewater, and Stormwater Operations functions to ensure service quality, cost effectiveness, timely service delivery and legislative compliance.

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

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.

QUALIFICATIONS

1. First consideration will be given to candidates with post-secondary education in an engineering related discipline with speciality in Water, and Wastewater, and Stormwater operations usually obtained by attaining a Diploma or Degree in Civil Engineering (or related discipline) or an equivalent combination of education and extensive relevant work experience. Proven knowledge of Water and Wastewater and Stormwater practices, theories and trends to recommend long-term plans and policy direction for the City's Water/Wastewater and Stormwater programs, services and facilities and to maintain the City's credibility while presenting technical and policy information to the public and stakeholders.
2. Extensive senior management experience in a Water /Wastewater and Stormwater environment, preferably in a municipal setting. Previous experience managing multi-disciplinary teams in a unionized environment.
3. Progressively responsible experience in the application of engineering theories, practices, and trends to manage contracts and projects, including the reviewing, approving and implementing work plans and project budgets.
4. Proven knowledge of general management and business administration practices to effectively provide leadership to staff of the Operations Group.
5. Demonstrated financial management skills developing, implementing and monitoring large scale operating and capital budgets.
6. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment, staff development and results orientation.
7. Highly developed analytical and business planning skills with a proven track record for long-term visioning and strategic planning.
8. Ability to write clear and concise reports.
9. Demonstrated ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
10. Thorough proven knowledge and understanding of statutes, regulations and by-laws affecting the group/division.
11. Thorough knowledge of the Occupational Health and Safety Act and its regulations relative to the Water and Wastewater Division, Water, Wastewater and Stormwater operations. Working knowledge of computer software applications.

NOTE: As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Record & Judicial Matters police check, at their own expense, prior to beginning work in this position.

NOTE: Must possess and maintain a Class "G" Driver's License valid in the Province of Ontario and provision of a personal vehicle for use on the job three (3) or more times per week.

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