



Manager, Customer Service & Community Outreach

Full-time, temporary position (up to 24 months) with Hamilton Water in Hamilton, ON

If you're a creative leader whose knowledge of communications practices is coupled with extensive experience designing and delivering customer-focused programs and services within a water/wastewater utility or a comparable sector, business or industry, this key role with the **City of Hamilton** is for you.

Reporting to the Director of Water and Wastewater Operations, you'll assume lead accountability and responsibility for the Customer Service & Community Outreach Section, including the delivery of planning, implementation and ongoing operations and monitoring for Hamilton Water's Customer Service, Meter Operations, Backflow Prevention, Water Information Systems, and Outreach & Education programs.

As Manager of Customer Service & Community Outreach, you'll ensure that Section programs are provided in accordance with City and Provincial guidelines, with minimal disruption to the public, and in the most effective and efficient manner consistent with the City of Hamilton Mission and Vision. Leading by example, you'll set above-average standards, function as a mentor to subordinate staff, prepare, and report on, the Section's services, financial, administrative and staff performance against established benchmarks, and implement strategies to improve overall effectiveness and efficiency.

Your commitment to getting results and demonstrated record of strong leadership and guidance, technical competence, customer focus, innovation and creativity, team advocacy, and staff development, delegation and empowerment will drive your success in this managerial role.

QUALIFICATIONS

Your qualifications as Manager of Customer Service & Community Outreach include:

- Proven knowledge of the theories and practices of communications and customer service, and of interpreting Provincial and Federal legislation, normally acquired by attaining a university degree in a relevant discipline with relevant work experience, or by obtaining a college diploma in a relevant discipline with substantial work-related experience, or an equivalent combination of education and relevant work experience.
 - Previous extensive knowledge and experience in the design and delivery of customer-focused programs and services within a water/wastewater utility, energy sector utility, or a comparable business/industry.
 - Considerable knowledge of applicable theories, practices and trends in the Water and Wastewater industry, particularly in benchmarking activities, conservation efforts and communications.
 - Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
 - Previous experience developing collaborative relationships with various levels of government/other agencies related to obtaining external funding sources, and program/policy development.
 - Proven ability to work with a team of operations and management professionals from cross-disciplines, directing both operational activities and projects.
 - Previous management experience gained through progressively more responsible positions, preferably in a municipal environment.
 - Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
 - A high level of personal integrity.
 - Highly developed ability to articulate a vision to lead and inspire others.
 - Demonstrated ability to effectively manage a large, multi-disciplinary staff in a results-oriented and predominantly unionized environment.
 - Knowledge of the collective bargaining process.
 - Considerable experience in the development of operational and capital budgets, including planning, scheduling, prioritizing, and monitoring.
 - Experience in the preparation of contract documents and technical reports.
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- Previous experience preparing reports to Council, an asset.
- Thorough knowledge and understanding of statutes, regulations and by-laws affecting the Department/Section, such as the Safe Drinking Water Act, the Environmental Protection Act, the Ontario Water Resources Act, and the Clean Water Act.
- Working knowledge of computer software applications such as Microsoft Office, INFOR IPS, INFOR EAM, ESRI, etc., or equivalent.
- Previous experience in managing Health and Safety programs/initiatives that comply with the Occupational Health and Safety Act (OHSA) and promote organizational Health & Safety goals.
- A valid Class "G" Driver's Licence and access to a personal vehicle for use on the job.

NOTE: As a condition of employment, the successful applicant will be required to obtain a satisfactory Criminal Reference Check or Vulnerable Sector Screening, at their own expense, prior to beginning work in this position.

This temporary, full-time position offers a wage range of \$60.528 to \$72.271 per hour (based on a 35-hour work week schedule).

About the City of Hamilton

Contribute to the City of Hamilton, one of Canada's largest cities – home to a diverse and strong economy, an active and inclusive community, a robust cultural and dining scene, hundreds of kilometres of hiking trails and natural beauty just minutes from the downtown core, and so much more. Join our diverse team of talented and ambitious staff who embody our values of sensational service, courageous change, steadfast integrity, collective ownership and being engaged, empowered employees. Help us #BeTheReason the entire country is talking about Hamilton, and achieve our vision of being the best place to raise a child and age successfully.

For full details and to apply

If you are interested in working alongside a dedicated team that's contributing to the well-being of Hamilton's residents, please visit www.hamilton.ca/careers for details on this position as Manager, Customer Service & Community Outreach, **JOB ID #17209**, and to **apply online**, by **Wednesday, April 21, 2021**.

The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.

The City of Hamilton values the diversity of our workforce and the knowledge of our people. We thank all who have applied; however, only those under consideration will be contacted.