



Position: Program Manager, Waste Collection and Customer Services

Competition Number: 2018-EX-EN-52250158-01

Competition posting date: 2018.07.31

Competition closing date: 2018.08.15

Public Works and Environmental Services Department, Solid Waste Services, Waste Collection Branch
1 Full-time Continuous Position - 35 hours/week
Affiliation: MPE - Pay Grade 4

Location: 4475 Trail Road

Category: Current Opportunities
Employment Group: Operations and Trades

Job Summary

The Program Manager is responsible for planning and managing the development, awarding administration and improvement of the City's various waste/recycling collection contracts, including those for:

- residential and multi-residential waste collection services
- the supply or distribution of green bins, black bins and blue bins
- on-street litter removal/recycling
- recycling and green bin collection in City facilities and parks

The Program Manager is additionally responsible for managing the day-to-day delivery and operations of related inspection and customer service programs, projects and services, as well as graffiti removal services.

The Program Manager is also responsible for managing the unit's human (including contracted services) and financial resources, and stakeholder and partner relationships.

Education & Experience

4-year university degree in Commerce, Environmental Studies, Business Administration or other related field

Minimum of 6 years of related experience in solid waste collection contract development, recycling and green bin collection program development for parks/City facilities/multi-residential buildings, Bylaw development and enforcement, collection service level reviews, including a minimum of 5 years in the management of human and financial resources.

*Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.

Language, Certificates & Licenses

A valid Ontario unrestricted "G" class driver's license (or provincial equivalent) with no more than 6 demerit points accumulated.

English oral, reading, writing required

Knowledge



- Procedures, practices, models used in waste collection operations and graffiti removal
- Contract management practices, procurement techniques and processes
- Trends and developments in the waste management industry
- Bylaw reviews and enforcement
- Customer service principles and practices
- The City of Ottawa's organizational, governance and administrative structures
- Legislation, regulations, policies, standards and guidelines relevant to the work
- Industry trends and developments
- Business administration concepts, theories, principles and methodologies
- Corporate policies, guidelines and practices
- The various Collective Agreements in place at the City
- Understanding of the programs/services and operations of other City areas, and the inter-relationships between them and own work area
- MS Office, MAP
- Must be familiar with applicable health and safety legislation, have knowledge of any potential or actual danger to health or safety in the work place, and have knowledge of appropriate actions to be taken in order to ensure the health and safety of staff in accordance with applicable legislation and City policies and procedures

Competencies & Skills

Leadership Competencies that describe the skills and behaviours expected to be demonstrated by managers and supervisors at the City of Ottawa are available on Ozone. The seven Leadership Competencies are:

- **Strategic Leadership** - Sets/implements the strategic direction, understands internal and external trends, the political sensitivities of the organization and applies this knowledge to support the long-term vision and success of the City
- **Demonstrates Business Sense** - Understands the impact of decisions on the business and the ability to strive to improve business performance; requires an awareness of business issues, processes and outcomes as they impact the community, the City's reputation and strategic direction
- **Builds Collaborative Relationships** - Proactively communicates, builds and utilizes professional relationships and partnerships with all internal and external stakeholders
- **Fosters Innovation and Change** - Develops an environment that embraces innovation and efficiently integrates change into the organization
- **Engages Employees** - Leads, coaches and develops an engaged, diverse workforce of individuals and teams, where work is a safe, respectful place and successes are recognized and celebrated
- **Delivers Results** - Creates effective plans and performance measures, holds themselves and others accountable for measurable, high quality, timely and cost-effective results
- **Client-centric Focus** - Serves the client interest through focusing individual, team and organization effort on identifying and meeting key and diverse client needs (the term "client" includes both internal and external clients)

*If this opportunity matches your interest and profile please apply online by using the "**Apply**" button. If this is your first online application please refer to our resources on how to apply for jobs online.*

We thank all candidates for their interest, however, only those selected to continue in the selection process will be contacted.

The City of Ottawa is committed to providing quality services by establishing a qualified workforce that reflects the diverse population it serves. The City encourages applications from all qualified individuals.

Accessible formats and communication supports are available upon request. Please contact the HR Service Centre at 613-580-2424, extension 47411.