

City of Waterloo

One of the World's Top Intelligent Communities, Waterloo boasts a knowledge economy that is globally recognized and is home to major employers, global think-tanks, the country's leading finance and insurance companies, and world renowned post-secondary institutions. Waterloo's prosperity is at an all-time high and consistently outperforms provincial standards for wealth, educational attainment, and talent. From urban design and architecture awards to sustainability and economic development awards, Waterloo wins local, provincial and global acclaim as a premier destination for success.

Supervisor, Parks Operations – East

Reporting to the Manager, Parks Operations and Cemeteries the Supervisor, Parks Operations – East is responsible for the day to day supervision of operational and maintenance staff and activities related to turf, Integrated Pest Management (IPM), and technical service delivery and operations; including at times, the cemetery/crematorium activities and staff.

Accountabilities:

- Schedule, coordinate, prioritize, organize and supervise the day to day operations of turf, IPM and outdoor maintenance program delivery and maintenance activities
- Supervise the day to day field activities of the turf and outdoor maintenance crews
- Ensure compliance with the Occupational Health and Safety Act, City policies and procedures for work section
- Supervise, train and develop staff with a focus on safety and providing outstanding service delivery
- Provide ongoing performance feedback and coaching for work section
- Provide recommendations to the Manager on recruitment, hiring and related human resource considerations
- Provide cost estimates for service delivery and in-house projects
- Respond to calls, requests and complaints
- Assist with preparation of Standard Operating Procedures for various operational activities
- Provide support through equipment purchasing, service invoicing and related financial matters
- Remain apprised of new technologies in turf, IPM, outdoor maintenance and parks winter control operations
- Participate in the winter operations, monitoring and scheduling of the section
- Assist Manager with various activities and programs
- Assist with procurement of contracted services
- Assist with oversight of the cemetery operations and staff when coverage is required
- Participate in the on-call and winter shift responsibilities of the division

Minimum Qualifications:

- 2-Year College diploma in Turf Studies or related field; consideration will be given to candidates with equivalent combination of education and experience
- Three (3) years' experience in turf, IPM and outdoor maintenance operations, and all relevant equipment
- Crematorium Operators and Cemetery Management Certification preferred
- Minimum of two (2) years supervisory experience in a unionized environment with excellent leadership and interpersonal skills
- Thorough knowledge of turf, sports fields and IPM standards, specifications, equipment, materials and techniques
- Thorough knowledge of winter maintenance operations, materials and equipment
- Comprehensive knowledge of the Occupational Health and Safety Act
- Ability to identify and safely respond to workplace hazards in summer and winter control operations

- Ability to establish, monitor and control costs
- Excellent written communication skills; ability to prepare accurate reports and tender or quote documents
- Effective communication, customer service, interpersonal skills and commitment to providing outstanding customer service
- Ability to effectively interact with City staff, local groups, external agencies, the public, and other stakeholders
- Proficiency with MS Office and ability to use/learn database programs such as MAXIMO and Cemetery Viewer
- Flexibility to work varied and additional hours as required including rotating on-call and winter control shifts
- Valid MTO 'DZ' Class Driver's Licence and acceptable driver's abstract is required to perform the job
- A satisfactory police record check will be required as a condition of hire

Interested and qualified candidates are invited to submit their resume through the online application process. For more details and to apply on-line, please visit the employment page of our website at:

www.waterloo.ca/careers

Job Posting Deadline: April 25, 2021 at 4:00 pm