

City of Thorold

Parks and Cemetery Supervisor (Non-Union)

Department Community Services	Reports to Manager of Community Services
Pay Grid Level5	Hours of Work40
Position Family Supervisor	Location Cemetery / Parks

Job Summary

Reporting to the Manager of Community Services, the Parks and Cemetery Supervisor position is responsible for leading, Supervising and motivating the Parks and Cemetery department. This position acts as part of the Management Team involved in the execution of the City’s strategic plan. Specifically, this position is responsible for the oversight of parks and cemetery services.

Qualifications

	Minimum Requirements
Education	<ul style="list-style-type: none"> • University Degree or Community College diploma in Parks Maintenance or related discipline; I.S.A. Certified Arborist preferred • Excellent public relations in the funeral services including knowledge of the Funeral, Burial and Cremation Services Act and other legislation relevant to the funeral services industry. • A clear understanding of Cemetery by-law, City policies, and Provincial regulations as it relates to cemeteries, monuments and health & safety. • Basic computer skills including Microsoft Word and Excel and cemetery record management applications. • Valid Class “G” Drivers Licence
Experience	<ul style="list-style-type: none"> • Three (3) years of experience in funeral services industry including supervision. • Minimum 5 years demonstrated experience in parks maintenance and operations in urban growth environment, and supervisory experience in a unionized environment
Qualifications, Certifications or Designations	<ul style="list-style-type: none"> • ORFA Designation for Certified Grounds Technician (CGT) • ORFA Buildings and Grounds Courses • Certified Playground Practitioner or ability to obtain • Certified Pool Operator Designation or ability to obtain • Membership or eligibility for membership in the Ontario Cemetery Association • Membership or eligibility for membership in the Ontario Parks Association • Excellent interpersonal, project/time management, analytical, communication, problem-solving, facilitation, negotiation, and staff leadership and supervisory

	<p>skills.</p> <ul style="list-style-type: none"> • Ability to think and act strategically in a political and corporate service environment, to foster corporate thinking and a healthy workplace environment, to build strong and enthusiastic staff teams and external alliances/partnerships. • Thorough knowledge of municipal operations and sufficient knowledge of Parks and Cemeteries to provide effective overall leadership for these functions and to represent service needs to the Leadership Team, Council and the Community.
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Supervision

# of Reports	Direct: 6 – this number increases based on seasonal / operational requirements
Titles of Direct/ Indirect Reports	<ul style="list-style-type: none"> • Cemetery Staff (5) • Parks Staff (1) • Casual Staff • Students

Duties & Responsibilities

Technical Responsibilities

- Respond to public complaints, investigate problems in the field and recommend / execute corrective measures
- Oversee the opening and closing of City owned splash pads, liaising with authorities to ensure proper legislation is adhered too
- Inspect and record park amenities such as playgrounds, washrooms and trails appropriately documenting and responding to findings.
- Oversee funeral services and ensure proper steps have been taken for smooth facilitation for funeral homes and patrons attending.
- Assist in the preparation of maintenance/construction programs and projects, as well as prepare quotations for his/her area of responsibility
- Oversee the Municipal Tree Policy taking necessary steps to address and follow up with residents in a timely fashion on a resolution, working closely with the City's service providers and internal staff to ensure assigned tasks are completed.
- Required to ensure that all work is carried out in accordance with the Municipal Health and Safety Policy including review / sign off of legislative documentation
- Schedule labour, equipment and material required to carry out required jobs, as well as oversee crews and work progress
- Oversee equipment inspections reporting deficiencies to appropriate personnel for follow up.
- Prepare and authorize daily pay records of employees under his/her supervision
- Ensure proper and effective staffing through adequate scheduling, training and the use of motivational techniques
- Ensure safety training, including W.H.M.I.S., in area of responsibility
- Provide job performance appraisals and discipline to all personnel in area of responsibility
- Provide assistance, where required, with the preparation of the annual budget for Parks and Cemeteries and provide input with respect to labour, equipment and material for ongoing maintenance, repairs and special projects as needed
- Authorize overtime (when necessary), as well as the purchase of approved budgeted items
- Substitute for the Facility Supervisor as needed,

JOB DESCRIPTION

- Ensure employees have clear understanding of responsibilities and expectations; manage employee relations in accordance with the Collective Agreement and City Policy assigning measurable tasks and outlining key performance indicators
- Plan, organize, implement and supervise the City's Winter Control Operations including monitoring weather conditions and anticipating storm events
- Perform other duties and special projects as required by the Manager of Community Services
- Work with the booking departments to ensure the needs of Passive Parks and Sports Fields rentals are met and provide an environment appropriate for the booked functions
- Substitute for the Facilities Supervisor (Arena / Pool) and / or Community Services Manager when required

People Leadership

- Provides leadership to the Parks and Cemetery team to ensure that the management and delivery of services are aligned through the establishment and harmonization of goals, priorities, work plans and the provision of strategic advice and direction.
- Assesses departmental staffing needs, and reviews and recommends complement amendments, participates in recruitment processes, and makes effective hiring and/or promotion recommendations/decisions.
- Provides leadership to the department operations team, including staff development, performance management/review, coaching and mentoring, staff engagement, rewards and recognition, health and safety and discipline.
- Undertakes ongoing evaluation of direct reports and determines their capabilities in order to ensure appropriate development plans are put into place; Guides and develops people through performance management, career planning, and development; deals effectively with non-performance.
- Assigns work activities, projects, and programs; reviews and evaluates methods and procedures; meets with Department team on a regular basis to identify and resolve problems
- Approach all situations with a positive customer first approach and lead by example, putting yourself in the shoes of the residents responding appropriately.

Other

- The position of Parks and Cemetery Supervisor has direct contact with all staff, funeral homes, families, contractors and the general public. The Parks and Cemetery Supervisor must have excellent problem solving skills. Errors may result in lost or reduced productivity, public embarrassment, customer dissatisfaction, personal injury, property and equipment damage.
- Other duties as assigned

Additional Information

Responsible for the administration and compliance with the following legislation by acting as Corporate content expert by possessing the working knowledge of legislation, including but not limited to:

- Familiarity with Facility Operations
- Employee Leadership
- Motivational skills
- Excellent Customer Service Skills
- Dispute Resolution
- Computer skills
- Knowledge of Department's procedures

JOB DESCRIPTION

- Knowledge of Department Staff and relationships
- Cemeteries Act
- Legal awareness
- Niagara Regional Public Health
- Swimming pool legislation

Working Conditions

- Required to move about the community supervising projects
- Required to move about the community to ensure proper policy and procedures are being followed
- Work outside of normal working hours and days, as required
- Responder for Parks/ Cemetery / Facility emergencies 24/7
- Occasional exposure to dust, noise, dirt, odours and adverse weather

Approvals

	Name	Signature	Date
Manager	Curtis Dray		
Chief Administrative Officer	Manoj Dilwaria		

IMPORTANT NOTE

The statement above reflects the principal functions and duties as required for proper evaluation of the job. Other related duties can only be considered part of the job if they directly relate to the primary function contained herein.

Updated: October 2018

	Name	Signature	Date
Incumbent			