

City of Kingston

Public Works Operations Coordinator

Job Number: J0425-0006

Bargaining Unit: Non-Union

Job Type: Regular Full-time

Salary: \$71,467.44 - \$89,291.36/Year

Comprehensive Benefit Plan paid by employer
Defined Benefit Pension Plan-OMERS

Hours of Work: 35 hrs/week

Closing Date: April 24, 2025

Opening Statement

The City of Kingston is grateful to experience the traditional territories of Anishinabek (Ah-nish-nah-beg), Haudenosaunee (Ho-den-o-show-nee) and Huron-Wendat (huron-wen-dat). Kingston is a smart, livable city in the heart of eastern Ontario. Its stable and diversified economy includes global corporations, innovative start-ups and all levels of government.

At the City of Kingston, we believe that diversity and inclusion are essential elements of a thriving workplace. We value the unique perspectives and experiences that each individual brings to our team. As we continue to grow, we are dedicated to creating an environment where all employees feel welcomed, respected, and empowered to contribute their best work. The City of Kingston views diversity as its strength and we encourage applications from individuals of all backgrounds, including those from underrepresented communities.

As staff, you play a pivotal role in enhancing people's lives by delivering exceptional, customer-centered services of the highest quality. Within our highly ethical environment, you'll embrace accountability by consistently going above and beyond, actively listening to our customers, creatively addressing their needs, and maintaining unwavering respect for all individuals you serve. As a result, you'll become an integral part of our qualified and dynamic team, recognized for its compassion, excellence, integrity, inclusivity, and adaptability.



Position Summary

The Public Works Operations Coordinator is responsible for the leadership and management of initiatives as it relates to Roads, Parks and Forestry activities. This individual will manage, track and coordinate service requests from the public and members of council. The Operations Coordinator will lead the development and updating of departmental maintenance plans and projects. The position will ensure data is updated in the Customer Relationship Management (CRM) system to maintain current operational plans and support targeted service levels. The Operations Coordinator will track the progress and completion of service requests to provide timely communication with customers and follow up to ensure service delivery.

This position will also work closely with the Communications & Customer Experience department to develop proactive messaging around Public Works services and make recommendations to communicate and update information provided to the public.

The Operations Coordinator will lead, research, develop and implement projects and programs stemming from corporate strategic plans, along with policy and Bylaw changes related to the department. This individual will work in conjunction with various City departments to support activities and frontline service initiatives provided by Public Works

KEY DUTIES & RESPONSIBILITIES:

- Investigate, manage, track and coordinate service requests related to both Public Works and Transportation Services and participate in departmental work plans for a variety of municipal operational services
- Provide direction and guidance to supervisors and field resources
- Track the progress and completion of service requests in order to provide timely communication with customers
- Identify, interpret, and provide recommendations to support efficient processes and solutions from customer service data and reporting
- Provide service request data to Director/Managers/Supervisors and support efficiency in work plan improvements
- Communicate planned departmental operational activities and information clearly and concisely to individuals and/or groups to educate and promote Public Works operations
- Develop and plan content for the Communications team to support various methods of communication such as the website, social media etc. as it relates to seasonal and operational messages
- Interact with the public, respond to service inquiries, elected officials, committee members, staff, and other City departments

- Address concerns and inquires and communicate updates and resolutions to the customer
- Support activities and frontline service initiatives provided by Public Works
- Research, develop and implement projects and programs stemming from corporate strategic plans, along with policy and Bylaw changes related to the department
- This individual will work in conjunction with various City departments
- Lead and manage projects associated to operational activities and requirements
- Provide recommendations to assist in departmental efficiencies utilizing technology-based solutions
- Monitoring of the City's Road Patrol program based on Provincial legalisation and ensure targeted service levels are achieved using the department's work order system Workforce – an Esri application
- Develop methods to track the progress and completion of action items in the Customer Relations system and department maintenance plans
- Other duties as assigned

Qualifications, Competencies

- 3 year diploma in Business Administration or a related field
- 3 years customer service, investigating and resolving concerns, planning and organizing work
- Municipal or Public Works experience, an asset
- Must demonstrate corporate values of Belonging, Collaboration, Accountability, and Innovation

Skills, Abilities, Work Demands

- Excellent customer service and interpersonal skills, including the ability to establish
- good working relationships with a variety of internal and external clients and the public
- Proficient skills in MS Office, Intermediate level of Excel
- Advanced skills in MS Office, an asset
- Oracle CRM would be an asset
- Knowledge of Municipal Act, City By-laws and technical specifications, an asset
- Programs such as Cartegraph and/or Esri's suite of products, an asset
- AVL knowledge and experience, an asset
- Demonstrated conflict resolution and de-escalation skills
- Strong organizational skills with the ability to prioritize work and meet timelines in a demanding environment

- Skilled in GIS
- High level of understanding related to Customer Relationship Management tools
- Valid G class license
- Required to obtain and maintain a satisfactory criminal record check

Closing Statement

Please apply to Career Opportunities at: www.cityofkingston.ca/Careers

Please inform us of any accommodations we need to make to ensure a barrier-free recruitment experience. Accommodations are available in accordance with the Ontario Human Rights Code (OHRC) and Accessibility for Ontarians with Disabilities Act (AODA) at any stage in the recruitment process. We're happy to provide more information if you email us at HRCity@cityofkingston.ca

Your resumé must demonstrate how you meet position requirements. Please upload to your profile any educational Degrees, Diplomas and/or Certificates that are relevant and required for the position. We thank all who apply, however, only those selected for further consideration will be contacted. Information collected will be handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

[Please CLICK HERE to Apply](#)