



JOB TITLE:
General Manager
Solid Waste Management



SALARY: \$196,596 – \$221,166

LOCATION: Toronto City Hall – 100 Queen Street West

OVERVIEW: Are you interested in leading one of the largest, most progressive solid waste collection and sorting operations in North America? The City of Toronto collects and sorts almost one million tonnes of waste annually. 53% is recycled or composted. We are looking for a strategic manager with large scale operations experience to oversee a team of roughly 1,100 employees in addition to managing several large contractors. By holding the most senior position at Solid Waste Management Services you will oversee the collection of; 1,600,000 garbage and recycling bins from nearly 875,000 households; 10,000 park bins and waste-collection after over 1,000 special events. The team utilizes 600+ vehicles and operates 15 facilities.

In this role you would:

- Lead, manage and motivate the entire Solid Waste Management Services division while ensuring system wide operational and organizational excellence
- Promote innovative best practices to improve service delivery
- Implement the City of Toronto's long-term waste management strategy – a 70% diversion goal
- Ensure full financial accountability including budgeting, forecasting, labour relations and procurement
- Represent Solid Waste Management issues at the municipal and provincial level as well as across industry associations, public forums and with the media
- Ensure compliance and input with applicable legislative regulators
- Maintain industry excellence in health and safety
- Keep Toronto clean

JOB SUMMARY:

To lead and manage all functions related to the Solid Waste Management Services division. Oversees development and enforcement of waste by-laws, develops policies and strategies related to waste management and reduction that fosters environmental sustainability and promotes diversion. Ensures security of waste disposal for the Corporation.

REPORTS TO: Deputy City Manager

DIRECT REPORTS:

- Director Transfer & Disposal Operations
- Director Collections & Litter
- Director Policy & Planning
- Director New Infrastructure Development & Contracted Services
- Manager Program & Strategic Initiatives
- Administrative Assistant

DETAILED RESPONSIBILITIES:

- Sets the overall strategic direction by establishing division goals and objectives that are aligned with the overall strategic planning initiatives of the Cluster and the City of Toronto.
- Leads, motivates and manages the City's solid waste management services by fulfilling and discharging the required statutory obligations and ensuring optimal use of resource requirements to meet Council and public demands while ensuring public safety and meeting environmental standards.
- Develops, designs and implements policies and new approaches to service delivery to address conflicting customer and stakeholder demands and to ensure cost effective, competitive and reliable service delivery. Formulates the City's response to legislative change, environmental compliance and economic development as it relates to solid waste management.
- Demonstrates commitment to improving service delivery within the division and continuously drives innovation with a focus on operational efficiencies, including the examination of alternative service delivery options and new waste related revenue streams.
- Facilitates effective labour relations by interpreting and assuring compliance with the collective agreement(s), provides input in the negotiation process where required, listening to and consulting with employees so that labour relations are continually enhanced. Provides leadership and operational co-ordination during labour disruptions.
- Builds relationships with stakeholders and alliances such as the provincial government, community groups, the private sector, municipal governments and solid waste management organizations and negotiates sensitive issues related to solid waste management by using professional judgment and applying sound technical concepts.
- Provides strategic input into Provincial policy development and implementation on various items within the waste management sector including but not limited to, Responsibility Model, First Nations consultation requirements, organics management plans, emission reductions programs, and plastics contamination.
- Acts as the representative for Solid Waste on the Regional Public Works Commissioners of Ontario (RPWCO) and the Municipal Resource Recovery and Research Collaborative (M3RC)
- Liaises closely with key stakeholders from the Association of Municipalities of Ontario (AMO), the Federation of Canadian Municipalities, the Solid Waste Association of North America (SWANA), the Ontario Waste Management Association (OWMA), the Canadian Biogas Association (CBA), and any other associations with significant input into the waste management sector.
- Drives the implementation of the City of Toronto's Long-Term Waste Management Strategy and provides updates to the Deputy City Manager, City Manager and Council on progress being made and any updates to the plan.

- Oversees and coordinates the policy framework and administration of Solid Waste Management Services Division's programs.
- Establishes and implements innovative waste management initiatives and waste management technologies.
- Effectively manages procurements, including RFPs, RFQs, REOIs, Calls for Tender and ensures compliance with all purchasing guidelines.
- Develops the remaining biogas and landfill gas assets within the Division and ensures ongoing compliance and alignment with provincial and federal emissions reductions and First Nations consultation requirements.
- Provides strategic advice and guidance to the Mayor, relevant Standing Committees, Council, Task Forces and Citizen Groups.
- Consults with Council to explain the rationale and reasons for the need to modify and/or update regulations, policies and standards and provides feasible alternatives that will ensure compliance.
- Provides ongoing leadership by using effective management techniques, implementing change management processes and developing personnel to be able to respond to a changing work environment, enhance the overall performance of the division and meet the expectations of Council, the community and stakeholders.
- Establishes systems, programs, processes and a structure with the division for management information and decision-making to maximize effectiveness, efficiency, resource control and reporting and ensure the financial administration and organizational effectiveness of the division. Ensures all practices and procedures are in compliance with Corporate policies, promotes continuous improvement in performance measures and benchmarks.
- Conducts short and long-term financial planning and case load forecasting for the development of budgets and establishes financial management systems to ensure divisional budgets are implemented in accordance with Council direction and the budget plan.
- Represents the Corporation in the media, as Board member appointee and presenting at other public forums for matters relating to solid waste management.
- Collaborates horizontally and creates opportunities for service improvement/efficiencies and shared success across City programs, Divisions, Agencies, Boards and Commissions. Provides leadership within the Corporation to anticipate and address potential obstacles and/or conflicts and facilitates opportunities to drive the Solid Waste Management Services Division's mandate and Council priorities forward.
- Continuously improves knowledge base, as associated to the Green Lane Landfill purchase and First Nation Band structure and inter-relationships and governance models, in conjunction with the Office of Indigenous Affairs.



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- Ensures legislative and regulatory compliance with all relevant jurisdictions in which the Solid Waste Management Services Division operates, including those outside of the Province/Country if applicable.
- Briefs City of Toronto Strategic & Corporate Policy-Intergovernmental Relations staff and has direct interaction with Minister's office, Ministry of Aboriginal Affairs.
- Sets multi-year workplans with annual benchmarks for staff, integrating Mayor/Council priorities and City strategic directions.
- Participates as an expert witness in the legal system and makes recommendations regarding law suits for matters relating to solid waste management in conjunction with the City Solicitor's office.
- Demonstrates high level of commitment to ensuring compliance with the Occupational Health and Safety Act.