

CITY OF HAMILTON

CITY MANAGER'S OFFICE
(TRANSFORMATION DIVISION – CONTINUOUS IMPROVEMENT AND CUSTOMER EXPERIENCE -
LOCATION – ADDRESS, FLOOR)

CONTINUOUS IMPROVEMENT & CUSTOMER EXPERIENCE COORDINATOR

SUMMARY OF DUTIES

Reporting to the Manager Continuous Improvement and Customer Experience, the Quality Management Coordinator will coordinate and support the implementation of Transformation Team led projects and initiatives and will perform specialized administrative and technical work related to the identification, evaluation, prioritization and implementation of departmental programs and initiatives. Assists the Transformation Team in the coordination of projects, analysis, and process review of all projects within the Team, arranging implementation of project activities within defined borders and timelines and preparing reviews and reports related to projects.

GENERAL DUTIES

Recommends and implements strategies to improve effectiveness and efficiency.

Instills a customer service focus in all activities within scope of responsibilities.

Lead the development of Team procedures and methodologies needed to support the workplan.

Review and update procedures and methodologies on a regular basis to ensure that they continue to meet the requirements of the Corporation, Department, applicable standards, compliance reporting and legislated and legal requirements.

Communicate with other sections within the organization, as needed, to represent the Team's interests, determine best practices and ensure consistency and cooperation within the organization.

Coordinates projects and initiatives that are of an enterprise and strategic nature and focused on Council priorities and objectives.

Assists in the development of strategic briefings to the management team; and contributes to Council reports, presentations, and other documents as required.

Leads or participates in multi-disciplinary teams and represents the team on Corporate, Departmental, and Divisional committees and project teams as directed.

Interact with consultants on projects including the preparation of specifications and terms of reference, researching and overseeing the collection of data and reviewing/commenting on consultants' reports and recommendations.

Participates in the development and implementation of the Transformation Office work plans that includes goals, objectives and performance indicators for organizational units, and monitors and prepare reports and other documentation as required.

Assist in the implementation of operational initiatives oriented to improve the efficiency and effectiveness of Transformation Office and corporate operations.

Provide research and analysis on pertinent issues, develop policy or make recommendations for appropriate action to the team.

Prepare or review as required, recommendation, technical and performance reports arising out of this area of responsibility for presentation to Manager, Director, General Manager, City Manager, Council, various committees or community groups of the City.

Maintain an understanding of industry standards and City operating guidelines, including standards defined in provincial regulations in consideration of the operational requirements for the Division.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned that are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Proven demonstrated knowledge of the practices and theories of Quality Management Systems and strategic planning normally acquired through a post-secondary degree/diploma in Engineering, Quality Operations Management, Public Policy or related discipline and/or a combination of education and progressive work-related experience. QMS certification, PMP designation and/or Lean Six Sigma certification would be considered an asset.
2. Proven experience and knowledge of applicable theories, practices and trends in Quality Management Systems, project management, and continuous improvement.
3. Experience with quality management systems within a municipal environment.
4. Demonstrated knowledge and experience developing or participating in the development of ISO 9001, ISO 14001, ISO 18001 or CAN Z1000 management systems.
5. Experience as Auditor for ISO 9001 and/or ISO 14001; experience assisting in the development of audit plans and schedules.
6. Knowledge and understanding of performance measurement and continuous improvement processes in a municipal environment.
7. Demonstrated experience developing and maintaining procedures, visual aids and other documentation required for the upkeep of a Quality Management System in a municipal Public Works environment.
8. Proven experience in leading change and deploying continuous improvement programs using Lean, Six Sigma and/or other methodologies; public sector and unionized environment an asset.
9. Ability to lead, motivate and coach diverse teams to obtain cooperation, instill accountability and achieve results.
10. Considerable demonstrated experience in a Public Works or similar environment with experience and responsibilities related to policy/program initiatives and analysis, project management, and change management strategies.
11. Knowledge of or certification in Asset Management will be considered an asset.
12. Must be self-motivated and capable of working independently and as part of a team. Must excel at planning, organizing, and implementing projects.

13. Thorough knowledge and understanding of statutes, regulations, and by-laws affecting the Department (e.g. acts/regulations including but not limited to the Environmental Protection Act, Municipal Act, and Occupational Health & Safety Act, Highway Traffic Act) and a working knowledge of related corporate policies and procedures.
14. Will possess a demonstrated record of performance, leadership, technical competence, diplomacy, customer focus, innovation/creativity, team advocacy and commitment to results. The incumbent will have a high level of personal integrity and will be an excellent communicator.
15. Highly effective facilitation, communication, presentation, conceptual problem-solving, interpersonal and organizational skills, with the ability to multi-task and adopt quickly to change.
16. Demonstrated experience and ability to lead or participate in cross-functional teams, foster cooperative and collaborative working relationships and to take multi-partner projects to successful completion.
17. Knowledge of City of Hamilton's programs and services; the City's role, function, legislative and policy framework; and current issues affecting local government with an understanding of public sector management accountability framework.
18. Proficiency in using Microsoft products (Word, Excel, Power Point, & Outlook), and ability to quickly learn and adopt other software programs which may be required by the Department.
19. Possess excellent public relations, report writing, and presentation skills and demonstrate the ability to lead and participate on diverse teams.
20. Demonstrated ability to maintain confidentiality, exercise good judgment and discretion in dealing with politically sensitive and labour relations matters.
21. Must possess a valid Class "G" Driver's Licence.
22. Ability to work outside regular business hours, as required.