

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(TRANSFORMATION DIVISION – CONTINUOUS IMPROVEMENT AND CUSTOMER EXPERIENCE - LOCATION – ADDRESS, FLOOR)

SENIOR PROJECT MANAGER, CONTINUOUS IMPROVEMENT & CUSTOMER EXPERIENCE

SUMMARY OF DUTIES

The Senior Project Manager for Continuous Improvement will report to the Manager Continuous Improvement & Customer Experience and will be an integral part of the Transformation Office. The successful candidate will serve as a consultant to drive positive change and support ongoing continuous improvement and customer experience projects and initiatives resulting in enhanced performance.

GENERAL DUTIES

Within the Transformation Office and the Continuous Improvement and Customer Experience portfolio, facilitate the development, implementation, and management of projects and initiatives. This will involve providing support and guidance to process owners and departmental management, identifying initiatives focused on improvement, and overseeing relevant projects.

Continuous Improvement

Engage and collaborate within the organization and others in the organization to provide recommendations for operational changes that have effective impact and are in alignment with organizational standards and requirements and contribute to building back better.

Lead Continuous Improvement projects, initiatives and activities as required.

Evaluate, respond to and incorporate Continuous Improvement related requests and recommendations from Divisions/Departments.

Educate, coach and mentor teams in CI, Lean Process Improvement and Six Sigma concepts and PMP practices where appropriate.

Conduct comprehensive internal process reviews (audits), identify and document instances of nonconformance, and pinpoint opportunities for process optimization and performance enhancement across the corporation as required.

Make recommendations to the Director, CI & CE and the Transformation Team on services, policies and programs while striving to continuously improve processes, customer experience, and identify opportunities for cost-reduction.

Make recommendations to the Director, CI & CE and the Transformation Team on levels of service, key performance indicators important to the organization.

Provide leadership and facilitate staff development in the utilization of problem solving and priority setting tools for the execution of projects.

Use statistical analysis to identify performance trends and make recommendations for project opportunities/enhanced services based on verified data testing.

Develop strategic change management recommendations in response to identified process improvements and implementation of same.

Analyze, re-engineer and implement streamlined business processes to optimize workflow associated with change management.

Establish justification for Continuous Improvement efforts and link to Departmental /Divisional Operational Plan objectives, Council Priorities, and the City's Strategic Plan.

Prepare and present reports on efficiency and effectiveness activities and plans to Council and senior levels of staff.

Ensure consistency through the implementation of consistent tools and methodologies while maintaining appropriate documentation which clearly illustrates project progress and success at completion.

Lead and participate in medium to large-sized strategic projects.

Coordinate and manage projects effectively and ensure they are delivered on time, on budget, and to agreed quality standards.

Participate in defining project scope and champion stakeholder needs; Develop comprehensive business requirements, project charters and establish key deliverables and success metrics.

Identify and mitigate project delivery, schedule, and operational risks.

Regularly communicate/interface and build strong relationships with all appropriate stakeholders and project team members.

Perform such other duties as may be assigned, which are directly related to the normal job function.

QUALIFICATIONS

1. Experience related to the duties listed above, normally acquired through the completion of a degree or diploma in Engineering, Sciences, Quality Management, Operations Management, or related discipline. Candidates with equivalent combination of education and experience will be considered.

2. Experience in managing continuous improvement initiatives.

3. Lean Six Sigma certification is desired, Black Belt certification preferred.

4. PMP designation is an asset.

4. Practical experience in process improvement using Lean Six Sigma or similar methodology required.

5. Practical experience in Quality Management Systems preferred.

6. Detail oriented and exceptional planning and organizational skills with the ability to manage multiple assignments.

7. Solid project management change management skills with strong ability to design appropriate strategies to achieve desired results.

8. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.

9. Excellent presentation and facilitation skills.

10. Intermediate to Advanced skills in Microsoft Applications (Word, Excel, PowerPoint, Visio, and Project).

11. Strong leadership, coaching, and performance management skills with the ability to lead teams.
12. A team player with excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.
13. Solid understanding of project management approaches, tools, and phases of the project lifecycle.
14. Ability to prepare complex statistical reports and efficiency calculations.
15. Ability to analyze problems/opportunities for efficiencies and make recommendations for improvements.