

CITY OF HAMILTON

CITYHOUSING HAMILTON (TENANT ADMINISTRATION – LOCATION – 55 HESS ST. S., 23rd FLOOR)

PROJECT MANAGER, TENANT ADMINISTRATION (CHH)

SUMMARY OF DUTIES:

Reporting to the Manager, Tenant Administration, the Project Manager, Tenant Administration (CHH), will contribute to a dynamic team of professionals and be responsible for assisting in the delivery of efficient and effective projects in the Tenant Administration Section including but not limited to, continuous improvement business processes, including the development of Standard Operating Procedures in Maintenance, Collections and Calculations and Tenant Placement, and the implementation of a new telephony call queue system

The Project Manager will assist in project managing the tenant administration portfolio, internal stakeholders and external consultants/contractors in the delivery of operation programs and services.

GENERAL DUTIES

The Project Manager shall be responsible for following project management best practices, project plan development and project resource planning.

Integrates all aspects of project management into a comprehensive and cohesive project plan and schedule by:

- development of terms of references including defining project scope;
- identification of project risks and develops strategies to minimize potential impacts;
- identification of project tasks;
- estimation of costs;
- development of project schedules;
- identification of milestones and budget;
- identification of project resources and skill requirements; and,
- determining allocation of financial resources to project tasks, recommend future budget appropriations
- transition and roll out plans.

The Project Manager will serve as project lead for Tenant Administration projects including representation at departmental meetings and external committees involving other levels of government and agencies.

Develops and executes project communication strategies including project documents such as project charters; business cases; standard operating procedures, reporting and monitoring of project status; communication of risks and issues; performance measurement; and management of organizational change associated with operations projects.

Develops and monitors project work, plans and schedules through control of project scope, cost, quality, documentation, as well as through stakeholder management, risk monitoring, and vendor contract administration.

Directs and manages project execution through quality assurance and leadership of projects resources, and project related day to day operations. Develops cohesive projects.

Develops success metrics and KPI's to ensure the success of each project.

Researches, investigates, evaluates and makes recommendations on new business processes that align with Division strategies / standards, and provide optimum solutions. Prepares budget and operational impact analyses and provides recommendations and supporting documentation based on process information.

Acts on behalf of the Division on assignments as required.

The Project Manager will use a “best practices” approach in seeking new methods, systems to support continuous improvement in the delivery of services provided by Tenant Administration, CityHousing Hamilton.

Prepares oral and written presentations to management and reports regularly on the status of projects, milestone achievement and change management. Prepares recommendations and outlines preferred courses of action.

The Project Manager will promote teamwork, provide clearly-defined goals and objectives, function as a mentor to staff, motivate, coach and provide advice on project issues and problem resolution.

Performs other duties as assigned, which are directly related to the responsibilities of the job.

Works 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.

QUALIFICATIONS

1. Demonstrated competence in project management, process improvement, business planning, business analysis, fiscal management, performance measurement and evaluation, normally acquired through a degree in business, public administration or related Social Housing experience or discipline pertinent to the job functions combined with project management experience.
2. Project management designation is preferred.
3. Lean Six Sigma Certification (Green Belt or higher) is preferred.
4. Demonstrated project management skills within the area of operations and logistics.
5. Understanding of Social Housing is preferred. Knowledge of the Residential Tenancies Act, 2006, and Housing Services Act, 2011 is considered an asset.
6. Demonstrated effective supervisory skills providing work direction related to project delivery and project management.
7. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
8. Demonstrated effective written and verbal communication, facilitation, negotiating and presentation skills.
9. Demonstrated exceptional interpersonal skills including proven customer service skills required to manage partnerships with multiple stakeholders.
10. Demonstrated ability to provide leadership in multiple and competing projects.
11. Demonstrated ability to plan, organize and lead projects.
12. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
13. Demonstrated ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem-solving.
14. Must have excellent computer skills in a Windows environment utilizing MS Word, Excel, PowerPoint and Outlook. Microsoft Project and web-based applications an asset.
15. Thorough knowledge and understanding of the statutes, regulations and bylaws affecting the department/section.

16. Must possess and maintain a valid Class "G" Driver's Licence and provision of vehicle for use on the job.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
