

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (FINANCIAL PLANNING, ADMINISTRATION & POLICY DIVISION – ADMINISTRATION - LOCATION – CITY HALL, 1st FLOOR/HYBRID)

SENIOR PROJECT MANAGER, UTILITY BILLING

SUMMARY OF DUTIES

Reporting to the Director, Financial Planning, Administration & Policy, the Senior Project Manager, Utility Billing will be responsible for planning, designing, organizing, executing, controlling and reporting on the Utility Billing Transition Initiative. Responsible for applying project management methodologies and providing analysis, design, evaluation, development and implementation of project plans and project activities. The Senior Project Manager will oversee the work performance of external service providers with respect to quality, timeline, cost and completion of required tasks. The Senior Project Manager will also lead and direct cross-functional project teams and will work closely and in collaboration with other departments and the project Steering Committee to ensure effective project delivery.

The incumbent will have a demonstrated record of strong leadership, collaboration, project management, team building, change management, self-motivation, and learning.

A high level of personal integrity and motivation, and excellent written and verbal communication skills are required.

GENERAL DUTIES

Assesses project requirements and works with the project sponsor and project owner to develop plans and recommendations.

Facilitates the development and implementation of the project charter and plan, including deliverables and timelines. Advises on project work specifications, timing, scope and requirements.

Manages, monitors and controls all aspects of the project including integration, scope, time, cost, quality, human resources, communications, risk, procurement and stakeholders.

Works closely with the Project Sponsor and Senior Leadership Team to support translating strategic direction into concrete actions, and to identify and develop creative solutions to issues.

Manages the preparation, approval and execution of detailed project implementation plans including the comprehensive liaison between the related departments and stakeholders, budgetary and scheduling responsibilities and project milestone and status reporting.

Makes recommendations on the use of consultants and/or special projects personnel as required. Manages those resources as assigned with selection, budget, scheduling and quality control responsibilities.

Prepares various reports and tracking documents including management, Committee and Council reports, presentations.

Oversees and evaluates the work performance of external service providers with respect to quality, timeline, cost and completion of required tasks.

Adheres to the Project Management Institute principles to develop and organize project protocols, procedures, relationships, and performance objectives to promote and achieve targets.

Promotes standardization in areas relating to project administration, documentation, progress tracking and designs.

Establishes rapport and effective partnerships when consulting with departments to facilitate planning, coordination and implementation of identified projects and acts as a liaison between all stakeholders.

Keeps all stakeholders engaged and informed through the development and implementation of a communications plan.

Participates in the preparation of capital and operational budgets related to assigned projects.

Administers the allotted budget within the approved corporate system and ensures project expenditures are controlled and maintained within approved budget limitations and secures approvals as required.

Establishes effective working relationships internal and external to the organization.

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.

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

QUALIFICATIONS

1. Advanced knowledge of project management normally acquired through the completion of a University degree or College diploma in Business Administration, Commerce, Engineering, Economics, Computer Science or an equivalent combination of education and relevant work experience.
2. Certification as a Project Management Professional (PMP) through the Project Management Institute or working towards a PMP Certification would be considered an asset.
3. Proven knowledge of project management principles, practices and theories in the direct delivery of strategic projects or service programs.
4. Well-developed project management skills including highly effective facilitation, presentation and organizational skills
5. Strong collaboration skills with the ability to engage multi-disciplinary teams and actively listen to ensure project objectives are met.
6. Ability to facilitate project teams, providing focus, direction and ensuring deadlines are met.
7. Knowledge of Quality Management principles.
8. Highly developed analytical and business planning skills.
9. Excellent verbal and written communication skills. Ability to write, develop, deliver reports and presentations.
10. Strong interpersonal skills. Demonstrated ability to deal effectively with elected officials, government departments, all levels of management, staff and the general public.
11. Highly effective facilitation, presentation and organizational skills.
12. Demonstrated political sensitivity and ability to maintain confidentiality.
13. Working knowledge of computer software applications including Microsoft Office (Word, Excel, PowerPoint).

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