

## CITY OF HAMILTON

**PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT**  
**(PARKING OPERATIONS & MAINTENANCE DIVISION – PARKING OPERATIONS – LOCATION - 80 MAIN ST. W. AT SUMMER'S LANE)**

**SENIOR PROJECT MANAGER, PARKING PLANNING**

**SUMMARY**

Reporting to the Manager, Parking Operations and initiatives, the Senior Project Manager, Parking Planning is responsible for directing a team of project managers responsible for the maintenance of assets, on-street parking by-law, on and off street permitting programs and new and emerging technology as it relates to the Hamilton Municipal Parking System.

Accountable for ensuring that the programming and management activities of the asset management program are delivered in accordance with established guidelines through the effective and efficient use of resources. Uses a “best practices” approach, develops and delivers quality services in a timely and cost effective manner. Uses a ‘customer service’ focus in the Section.

Responsible for managing projects in a variety of staff resource configurations, ranging from individual work to leadership of cross-departmental work teams, exercising leadership, guidance, technical competence, innovative problem-solving and the achievement of results in all such settings.

Possesses a demonstrated record of technical competence, team advocacy, customer focus, staff delegation and empowerment. In addition, the Senior Project Manager has responsibility for investigating and recommending innovative/creative procedures and policies for improving the section’s technical performance with a high level of professional and personal integrity.

**GENERAL DUTIES**

The Senior Project Manager (SPM) directs a team of project managers responsible for the following:

- The delivery of all parking related capital projects approved through the capital budget process. These include items such as infrastructure rehabilitation, equipment replacement, parking master plans and studies, technology upgrades.
- Management of the on-street by-law regulation program which includes investigating all matters related to regulatory parking signage, parking complaints and relative traffic safety concerns and updating the by-law and managing on-street implementation accordingly.
- Operating temporary permitting programs both on and off street facilities including requests due to special events, filming, construction for both short and long term projects.
- Operating the residential driveway access and boulevard parking program.
- Planning and research activities such as parking demand studies, development of new and emerging technologies, continuous improvement projects and implementation of open data initiatives including Geographical Information Systems (GIS).

In addition to directing team activities the SPM:

Makes recommendations related to both the current and capital budgets. This includes preparing and recommending the 10 year capital budget for Parking Operations with coordination with Enforcement.

Develops policies and procedures related to Parking Operations with a customer and continuous improvement focus to ensure financial efficiency and accountability.

Participates and may steer corporate initiatives such as the parking space patio program, development charges review.

Provides professional consultation to the Manager as required and acts on their behalf in his/her absence as directed.

Receives and answers inquiries of a technical nature from Council, public, staff, municipal and government agencies including writing Council reports and other relevant correspondence.

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 major responsibilities of the job.

## **QUALIFICATIONS**

1. A minimum of an Engineering Technologist Diploma from a recognized community college with demonstrated progressive relevant experience in parking and transportation environments or through a combination of equivalent and relevant education and work experience preferably in the parking industry. Certified or eligible for certification with Ontario Association of Certified Engineering Technicians and Technologist (OACETT) and or Professional Project Management (PMP) designation preferred.
2. Demonstrated knowledge and skills in the field of project management, continuous improvement principles and leading project management teams.
3. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills with demonstrated ability to work with a variety of stakeholders including members of the public, internal peers, organized community groups and elected officials.
4. Demonstrated ability to effectively manage staff in a results oriented environment – both union and non-union.
5. Experience and knowledge in the area of contract supervision, including specification preparation, supervision and quality control/assurance.
6. Experience in delivering programs and services with a customer focus in a municipal environment.
7. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
8. Working knowledge and understanding of statutes, regulations and by laws related to the parking industry.

9. Working knowledge of relevant computer software applications including GIS applications.
10. Must possess a Class "G" Driver's Licence with provision of a vehicle for use on the job.