

## CITY OF HAMILTON

### PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (TOURISM & CULTURE DIVISION – TOURISM AND EVENTS - LOCATION – 71 MAIN ST. W., 6<sup>TH</sup> FLOOR)

#### PROGRAM COORDINATOR, CREATIVE INDUSTRIES – CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Manager, Tourism and Events, you will be responsible for assisting with coordinating the review and approval processes related to events, grants, public art, and film in the Creative Industries section of the Tourism and Culture Division. This position assists with co-ordination, scheduling, operational planning, and documents internal service delivery and quality.

#### GENERAL DUTIES

In consultation with the Manager, Creative Industries and lead program staff, assists with the tactical coordination and delivery of Creative Industry operational programs and monitors, recommends and implements changes to operational processes and quality assurance measures as needed.

Tasks are associated with three phases of program delivery:

Input and Application  
Analysis, Review and Decision Making  
Implementation & Evaluation

Works with Manager and other staff to ensure that processes align with appropriate legislation, corporate policies, Council directions, and sectoral best practices.

Assists in the design, set up and implementation of processes for the accurate and efficient management of information and data to support decision making

Participates in the planning and development of IT systems to support operations.

Inputs and retrieves data and reports required by process stakeholders in a timely fashion.

Liaises with clients, other departments, outside agencies, and other stakeholders as required to ensure that operational processes are understood and followed.

Schedules, coordinates and documents stakeholder meetings as required to support Creative Industries program processes.

Maintains a policy and procedures manual to document and support operations.

Receives and resolves inquiries from the public, staff, and other departments, all levels of government, community organizations and service groups.

Communicates with a range of stakeholders to ensure that process results are communicated as required.

Performs general research and disseminates information as required to meet stakeholder needs.

Provides back up clerical assistance when needed.

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

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 experience in the coordination of complex operational processes, normally acquired through a combination of related work experience and education (such as post-secondary studies in administration, project management, cultural management, and/or event planning/ coordination).
2. Ability to effectively communicate and interact with Manager, other staff, contractors, internal and external clients in both written and verbal form.
3. Preference will be given to candidates with a working knowledge of municipal cross-departmental approval processes for event permits, film permits, and/or public art competitions.
4. Experience in evaluating services against operational standards.
5. Must possess initiative, good judgement, excellent interpersonal and organizational skills, demonstrated tact and professionalism.
6. Must possess excellent writing, communication, organizational and diplomacy skills.
7. Working knowledge and competence in Microsoft Office (Word, Excel, PowerPoint, Outlook and Access) with preference given to those with competence in database management.
8. Experience and the ability to organize and prioritize multiple tasks/assignments in order to meet deadlines.
9. Demonstrated ability to work independently and in a team environment,