

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
TRANSPORTATION PLANNING AND PARKING DIVISION
(TRANSPORTATION PLANNING SECTION – LOCATION - 100 KING STREET WEST, SUITE 900)

PROGRAM COORDINATOR, OPEN STREETS AND EVENTS – CUPE 5167

SUMMARY OF DUTIES:

The position will report to the Project Manager – Sustainable Mobility Programs who will provide direction and leadership in a team environment to deliver, maintain and monitor all the programs the group is responsible for operating.

Applies elements of an integrated approach to project and program management. The position requires competence in street-based event coordination, public policy, public engagement, behaviour change and diplomacy in order to assist in the activities of the Sustainable Mobility Programs group within the Sustainable Mobility Section with a focus on Open Streets programming and logistics; various other street closures and programming; and events such as Bike Month.

The position will work with staff and consultants in a multi-functional workforce engaged in delivery and direction of services to the public, stakeholders and internal staff, related to Sustainable Mobility including Transportation Demand Management (TDM); transportation research; event planning and logistics; marketing and outreach; and support for corporate and institutional partners; including the operation of the Smart Commute Program and Open Streets Program.

GENERAL DUTIES

Implement strategies to improve effectiveness and efficiency of the Open Streets Program, Smart Commute Hamilton program and TDM projects, while striving to exceed average standards and leading by example.

Undertake research reports, policy briefs, presentations, trend analysis/forecasting, grant applications and sustainable mobility analysis for the City and for Open Streets program enhancement and evolution.

Coordinate the activities and logistics of the Open Streets Program and support the Smart Commute program. This includes working with the Province, other regional and municipal governments, non-governmental organizations and community groups. The delivery of these activities includes outreach; event planning; social marketing; partnership brokering; policy development; event and program implementation and monitoring; data collection and analysis; and event logistics.

Coordinate the internal Sustainable Mobility events for the City of Hamilton.

Support the Active and Safe Routes to School Program and the School Travel Planning process to apply the principles of TDM in the context of school sites and liaise with School Board and Public Health officials.

Be familiar with and implement the International Association for Public Participation (IAP2) guidelines, tools and techniques, as well as the Hamilton Engagement Charter, and be able to apply these concepts during the project feasibility and design stages.

Understand transportation systems equity concepts, all ages and abilities (AAA) design concepts, Complete Streets design techniques and evaluation methods, and the importance of behavior change as it relates to engagement, open streets and active transportation networks.

Deliver Sustainable Mobility events, education programs and training including, but not limited to, Bike Month, Bike Day (Winter and Spring), Smart Commute Week, Winter Commute Week and other programs.

Support the City's Micromobility, Shared-use Mobility, Public Bike Share and bike parking programs by providing event, marketing and outreach activities.

Support specific transportation policy initiatives and implementation schemes involving project-based events, programs, research projects and analysis work for multiple transportation modes, land uses, and public health initiatives.

Provide services to ensure balanced service/cost/quality are in compliance with legislative requirements and consistent with the City of Hamilton's Mission and Vision.

Accountable for ensuring that program activities are delivered in accordance with City and Provincial guidelines through effective and efficient use of financial and consultant resources.

Using a "best practices" approach, develop and deliver quality services in a timely and cost-effective manner.

Conduct research and analysis for the delivery of sustainable mobility initiatives including but not limited to transportation demand management site analysis projects, open streets, art crawl, bike parking, bike lanes, pedestrian access and amenities, transit connections and amenities, incentives, building and land uses, public realm and road design, integration with existing networks, amenities, event programming/implementation, web-based tools and websites, and electronic portals.

Prepare and submit grant applications involving the preparation of documents in compliance with City, Provincial and Federal guidelines including the obtaining of any project approvals or permits required for projects in a timely manner.

Assist with the management of consultants, recommending and implementing standards for work performed by consultants on TDM and transportation related projects.

Attend public meetings to support the City's position/actions to the public, media and outside government bodies; and support the response to members of the public, elected representatives and other agencies verbally, electronically and in writing.

Work 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.

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

QUALIFICATIONS

1. Equivalent to a three-year community college diploma in Engineering or a Geography/Environment Studies program. Preference for a University degree or equivalent in an engineering, geography/environment studies or planning related undergraduate and master's program or with the demonstration of any relevant experience related to the duties described, or an equivalent combination of education and relevant work experience.
2. Considerable experience working in the Sustainable Mobility and Transportation Demand Management field, including event planning and logistics, marketing and outreach experience, program coordination and policy analysis with an emphasis on Open Streets programs.

3. Knowledge of engineering, planning and project management theories, practices and trends, including reviewing, recommending and implementing work plans and project budgets.
4. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
5. Possess excellent verbal and written communication skills, demonstrated ability to make decisions involving multiple routine tasks, with the ability to work independently.
6. Be proficient in in MS Office (Word, Excel, Outlook, PowerPoint) and have knowledge of ArcGIS, computer aided design (CAD), and Adobe Tools (Illustrator, Acrobat, InDesign, Photoshop, etc)
7. Possess a demonstrated record of leadership and guidance, technical competence, customer focus, innovation/creativity, teamwork, staff delegation and empowerment, and be committed to results.
8. Ability to effectively work in a large multi-disciplinary staff in a results-oriented environment and in a predominantly unionized environment.
9. Ability to deal effectively with representatives of other levels of government, management, peers, staff, advocacy groups and the general public.
10. Working knowledge of standard computer software applications such as MS Office, MS Project; as well as graphic design programs such as Canva, Adobe InDesign and Photoshop.
11. Working knowledge of Ontario Traffic Manual Book 7 (Temporary Conditions).
12. Possession of a Class G Driver's license is beneficial, but not required.