

## CITY OF HAMILTON

### PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (BUILDING DIVISION – LOCATION – 71 MAIN ST. W., 3<sup>RD</sup> FLOOR)

#### SENIOR PROJECT MANAGER, BUILDING DIVISION PROJECTS AND INITIATIVES

##### SUMMARY OF DUTIES

Reporting to the Chief Building Official (CBO) and Director of the Building Division this individual will assume lead accountability and responsibility for supporting the Director, Building Division in areas of communication, report writing, task management, issues management, project coordination and duties through indirect reports as assigned. The role includes research, stakeholder consultation, working with staff, other Divisions and levels of government. Provides advice with recommendations for change, or advice on trends and issues on regulatory, policy and procedural matters in the building environment.

##### Responsibilities:

Responsible for co-ordinating a wide variety of divisional projects and continuous improvement initiatives as assigned by the Director, providing confidential program support by leading and tracking projects through indirect reporting, plans and action items to ensure that deadlines or milestones have been met and ensures that the project expenditures are controlled and maintained within approved budget limitations.

Provides leadership in business case development and Divisional business planning. Develops and clearly communicates operational and administrative expectations for project teams. Schedules, attends and leads project team meetings.

Assumes lead accountability and responsibility to oversee, undertake and coordinate the timely delivery of studies, public consultation, including effective strategies to respond to emerging issues, priorities, complaints, and customer service deficiencies as assigned by the Director.

Works with Division Supervisors and Managers in the coordination of Committee and Council reports including scheduling and tracking of report preparation, setting up required preparatory meetings and review of staff reports in coordination with the Director's Administrative Assistant.

Receives, researches, records, investigates and responds to complaints respecting staff and forwards information on to the Director of Building Division and or the appropriate section Manager/Supervisor for any corrective measures as directed and may be necessary and/or provides written communication with constituents as assigned.

##### GENERAL DUTIES

Exercising public relations skills and political acumen, judgement and insight, is adept at writing Committee, Council and other reports and executive summaries as assigned by the Director.

Deals with confidential and sensitive information and provides strategic policy advice, day to day operational support and professional judgment on complex and contentious issues for the Director and the Divisional Leadership Team.

Assists the Director with issues management, as assigned by the Director in response to Council, General Manager, public input, industry changes or direction etc.

Monitors departmental projects, assignments, operating plans, policy, procedure and protocols required to ensure timely, effective, and efficient delivery of service. Includes tracking of projects (e.g. Gantt Charts etc.) from initiation to final completion e.g. Council reports, OBOA AMTS, project completion etc.

Provides strategic communications support to the Director receiving and answering enquiries from staff, the public, builders, developers, provincial colleagues, etc. and will draft responses for the Director or send

them on behalf of the Director as assigned coordinating communication initiatives and response. The role will also play a key role in the development of a divisional communications strategy and support the division in the implementation.

Ability to conduct audits on Building Division Section requiring a clear understanding of procedures, policies, building permit issuance and building inspection processes to ensure consistency, processes and policy and procedures are being followed to the fullest and bringing matters to the attention of management.

Develops and promotes a continuous improvement culture, by recommending policy and improvement strategies in the delivery of services to meet mandated goals and objectives and monitors outcomes.

As assigned by the Director gathers and analyzes information from internal and external agencies (e.g. LMCBO, comparable municipalities, Ministries, other Departments/Division) and identifying best practices in preparation for improvement initiatives, Council reports etc.

Establishes, maintains and liaises with a network of municipal contacts, and continually liaises with other Divisions and Departments. Leads cross-departmental working groups for complex issues which cross Departmental boundaries. Coordinates Departmental response to Corporate programs and initiatives.

Participates on various Committees and may act as representative of the Chief Building Official at meetings with general public, architects, engineers, developers, builders, community groups, elected officials, and with other divisions and/or departments.

Works with the management team of the Building Division and other Department representatives to execute decisions made within the division and/or department.

Works closely with the Policy and Training Co-ordinator, Quality Management & Process Analyst, and Coordinator, Building Division to establish strategies to improve effectiveness and efficiencies in delivering services to meet mandated goals and objectives.

While working with the Quality Management & Process Analyst, these duties do not involve the tracking, reporting, projects etc., performed by the Quality Management & Process Analyst unless required by or supporting the Quality Management & Process Analyst position.

While working with the Coordinator, Building Division, these duties do not involve directly addressed concerns, inquires etc. raised by elected officials, unless required by or supporting the Coordinator, Building Division position.

Maintains a continuous and thorough knowledge of current corporate and other divisions' issues and initiatives.

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

### **QUALIFICATIONS/ COMPETENCIES**

1. Ability to apply knowledge of communication theory and project management, normally acquired by obtaining a post-secondary degree in Public Relations, Public Administration or Project Management or another related field. Candidates with equivalent combination of education and experience will be considered.
2. Ability to work with a high degree of independence to initiate and complete work assignments and to work on multiple tasks and set priorities.
3. Experience in the municipal environment is an asset.

4. Working knowledge of Building Division process and performance measures and methodologies is an asset.
5. Must have strong organizational, time management and multi-tasking skills and able to work on complex matters.
6. Ability to facilitate project teams, providing focus, direction and ensuring deadlines are met.
7. Intermediate knowledge of Microsoft Office XP software (Microsoft Outlook, Word, Excel and PowerPoint). Ability to manipulate data within Excel spreadsheets.
8. Ability to deal effectively regarding sensitive or confidential matters with tact, discretion and diplomacy with elected officials, representatives of other levels of government, management, peers, staff and the general public
9. Demonstrated ability to foster the customer focused culture with innovation/creativity, team advocacy, empowerment and staff support, leading to proven service excellence.
10. Highly developed conflict resolution and problem-solving skills with a view to seek positive customer service and/or continuous improvement opportunities.
11. Demonstrated agility and ability to act quickly and strategically under pressure and in times of ambiguity and change. Must have above average analytical and problem-solving skills.
12. Must have a proven record of customer focus, innovation and creativity, team advocacy and be committed to achieving results.
13. Must be self motivated with the ability to work independently and can carry out instruction without detailed direction, sets above average standards and leads by example.
14. Highly developed interpersonal skills with the ability to interact and communicate within a team environment with diplomacy and professionalism.
15. Excellent verbal and written communication and active listening skills, adapting content, style, tone, timing and medium of communication to suit the target audience's language, cultural background, and level of understanding.
16. Possess an orientation towards public service. Excellent inter-personal, problem solving and negotiation skills. Able to build positive relationships and partnerships and work collaboratively to achieve shared goals and positive results.

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.

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