

## CITY OF HAMILTON

### PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (LOCATION – 71 MAIN ST. W., 7<sup>th</sup> FLOOR)

### SENIOR PROJECT MANAGER, - PROJECTS AND INITIATIVES (STRATEGIC GROWTH INITIATIVES)

#### SUMMARY OF DUTIES

Reporting to the Director and Senior Advisor of Strategic Growth Initiatives – in the General Managers Office, this individual will assume lead accountability for developing and managing processes under the Director including: report writing, task management, issues management, project coordination, communication and duties through indirect reports as assigned. The role includes research, stakeholder consultation, working with staff, other Divisions, Departments etc. to deliver the Corporate Strategic Growth Initiatives priorities.

Recommends Policy and improvement strategies in the delivery of various programs, projects and service activities.

#### RESPONSIBILITIES:

Responsible for co-ordinating a wide variety of 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 planning. Develops and clearly communicates operational and administrative expectations for project teams and consultants. Schedules, attends and leads project team meetings. The Senior Project Manager will have a demonstrated record of project management, leadership, strategic guidance, good judgement, consensus building and commitment to results and continuous improvement.

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 and priorities as assigned by the Director.

Works with Division and Departments 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.

#### GENERAL DUTIES

Responsible for developing, maintaining, administration, and management of policies, process and procedures to support Departmental priorities.

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 on various Growth Initiatives.

Leads projects under the purview of the Director from planning to implementation and ensures coordination through the responsible Managers and Sections across the organization. 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, Excel Spreadsheets etc.) from initiation to final completion e.g. Council reports, project completion, etc.

Maintains appropriate documentation which clearly illustrates project progress and success at completion.

Coordinates and manages projects effectively and ensures they are delivered on time, on budget, and to agreed quality standards.

Provides strategic communications support to the Director receiving and answering enquiries from staff, the public, builders, developers, etc. and will draft responses for the Director or send them on behalf of the Director as assigned coordinating communication initiatives and response.

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.

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.

Works closely with the Quality Management and Process Analyst staff across the corporation to establish strategies to improve effectiveness and efficiencies in delivering services to meet mandated goals and objectives. Including documentation of Standard Operating Procedures (SOPs).

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**

1. Ability to apply knowledge of communication theory and project management, normally acquired by obtaining a post-secondary degree in Public Administration/Policy, Planning, Engineering 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 development and master planning process including general understanding of Development Charges 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 the 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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