

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(TRANSIT DIVISION – TRANSIT FARE ADMINISTRATION & ACCESSIBLE TRANSPORTATION SERVICES -
LOCATION – 2200 UPPER JAMES ST.)

SENIOR PROJECT MANAGER, TRANSIT PLANNING

SUMMARY OF DUTIES

Under the general supervision of the Manager of Transit Planning or of the Manager of Accessible Transportation Services, provides creative leadership to staff in a multi-functional workforce engaged in delivery of services to the public and internal clients. Promotes a service oriented culture and focus within. Promotes teamwork and integration within Transit, with customers and with other parties participating in cross-functional and cross-program initiatives.

Completes detailed design of service schedules for efficient and effective implementation of approved service plan. Develops service schedules into Contractor work assignments. Provides support to Transit Planning and Accessible Transportation Services areas and to Contractor staff to maintain the on-street service.

Provides strong supervisory leadership, guidance, customer focus, innovation, team advocacy, staff delegation, empowerment and staff development. Supervises and designs service schedules and Operator work assignments.

GENERAL DUTIES

Direct and supervise the staff in the Transit Planning and Accessible Transportation sections.

Formulate work schedules and establish methods and procedures to carry out the activities of the sections in a safe and efficient manner.

Ensure the Local 107 Collective Agreement is complied with when designing Operator assignments, while maximizing efficiency and minimizing costs.

Review Operator assignments, days off, scheduled running time and recovery time issues with Union representatives prior to each Board period.

Assist in the selection, and make recommendations for the appointment of Operational Design personnel.

Prepare official written Company Notices to Operators, Union Representatives, and Operations Supervisory Staff regarding procedures and changes to scheduled service and Operator assignments.

Prepare written and statistical reports regarding improvements and/or deficiencies in scheduled service and Operator assignments. This includes reports for public consumption, particularly service complaints and requests.

Recommend changes to the Local 107 collective agreement to improve efficiency and minimize costs.

Supervise the preparation of the annual scheduled mileage and platform hours budget.

Monitor road construction projects and recommend changes to scheduled service.

Liaise with Operations Supervisory Staff, Regional, local and outside officials as required. i.e. schedule changes due to parades, special events, etc.

Completes detailed design of service schedules for efficient and effective implementation of approved service plan. Run cut service schedules into Operator work assignments.

Provide assistance to the Managers in the development of the annual service budget.

Model, cost and provide analysis of various service design alternatives.

Prepare Service Quality reports.

Design, implement, monitor and provide assessment of Scheduled Extra Services (schools, special events, etc.).

Liaise with clients, community care providers, Contractor, employees and internal staff regarding service planning and problem resolution.

Liaise with representatives from various City departments, including Community and Social Services, Access and Equity, etc. on integrated projects. This includes preparing reports for presentation to management and various municipal committees. Liaise with Union Executive, School Boards, Operations employees and staff regarding service planning and problem resolution.

Investigate and draft responses to public inquiries regarding service delivery.

Issue notices to Contractor regarding service changes.

Notify members of Council regarding service issues.

Investigate and prepare responses to customer contacts.

Provide confidential input to Council reports, collective bargaining and personnel issues.

Ensure compliance with City policies, procedures, rules, regulations and safe working practices.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties.

Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

QUALIFICATIONS

1. Proven demonstrated knowledge and experience in Transportation Planning with emphasis on computerized data collection and analysis techniques, normally acquired by obtaining a diploma or degree in a related field or a combination of education and related work experience.
2. Technical expertise related to workforce planning and related programs, including in-depth knowledge of Bus Operator and Operations supervision responsibilities and duties.
3. Highly developed communications skills, both written and verbal to be used for technical reports and to deal with peers, the public and supervisors.
4. Working knowledge of computer software applications, including previous demonstrated experience with mathematical analysis utilizing Microsoft Excel, SQL, etc.
5. Proven demonstrated knowledge of the practices of computerized scheduling and service planning.
6. Certified Engineering Technologist (CET) designation preferred.

7. Highly developed analytical and planning skills.
8. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
9. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
10. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the Department/Section.
11. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.