

## CITY OF HAMILTON

**PUBLIC WORKS DEPARTMENT**  
**(CORPORATE ASSETS AND STRATEGIC PLANNING DIVISION) – BUSINESS PROGRAMS – LOCATION – 77**  
**JAMES ST N SUITE 400**

**PROJECT MANAGER, COMMUNITY OUTREACH - 1041**

**Summary of Duties:**

Reporting to the Supervisor of Customer Service and Community Outreach, develop and implement a comprehensive community outreach program to educate and promote programs and services to residents and businesses of the City of Hamilton. Programs and services include waste management, forestry, roads, cemeteries, waterfront development and others related to the Operations, Environmental Services and Strategic Planning Divisions.

**General Duties:**

Initiates, oversees, develops and implements outreach strategies, public education activities and educational materials which support all Operations, Environmental Services and Strategic Planning programs including waste reduction and diversion, forestry, parks, cemeteries, road safety and waterfront development.

Researches, writes and/or edits reports for Council, fact sheets and other internal and external correspondence.

Prepares specifications, terms of reference, purchase order requests and other documentation for the purchase of goods and services required for the implementation of programs and projects.

Interprets and ensures compliance with municipal and departmental policies and procedures such as Attendance Management, Corporate Culture and various specific By-laws.

Interprets and ensures compliance with the Occupational Health and Safety Act, W.H.M.I.S., applicable provincial/federal Act/Standards and Union Agreements.

Develops, implements and evaluates area work plans, reporting on the teams' program, financial and staff performance against internal and external benchmarks. Designs and implements strategies to improve the effectiveness and efficiency of meeting community needs, based on research, demographics and trends.

Responsible for the performance management of staff including motivation, supervision, interviewing, hiring, orientation, training, scheduling, disciplining, performance evaluations and confidential matters.

Responsible for the co-ordination, preparation and monitoring of annual budget for area of responsibility. Provide administration and effective cost control of the allocated current and capital budget through utilization of performance standards, specifications, work program and procedures, monitoring of cost control reports and statistical data.

Provide input on the development and evolution of performance standards ensuring identified outcomes are met.

Ensures staff performs efficiently and in harmony to provide a high level of service to a defined area.

Plans, supervises and co-ordinates daily activities by delegating and assigning work to staff ensuring maximum utilization of human resources. Provides support and guidance for staff development as required.

Develops and clearly communicates operational and administrative expectations for staff.

Represents respective areas in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

Responds to complaints and inquiries in a timely and professional manner by investigating, evaluating and implementing solutions and prepare written reports to citizens and members of Council.

Keeps abreast of amendments to legislation and trends in the profession.

Approves the purchase of materials and supplies within budget guidelines and within the approved authorized limited.

Establishes and maintains an effective network of communication between senior management and subordinate staff, various public/private sector agencies, user groups, constituents, city departments and other levels of government.

Ensures that all staff receives adequate and pertinent safety and technical training in order that work is performed in a safe and productive manner.

Serves on various internal and external committees.

Performs such other duties, as may be assigned, which are directly related to the normal job function.

**QUALIFICATIONS:**

1. Proven knowledge of the theories and practices of communications and marketing, usually acquired by obtaining a diploma or a degree in Public Relations, Journalism, Marketing, Special Event Planning or a related discipline or a combination of related education and relevant work experience.
2. Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development, and is results orientated.
3. Must possess excellent public relations, report writing, presentation skills and demonstrate the ability to lead and participate on diverse teams.
4. Experience in designing and delivering customer focused programs and services.
5. Previous supervisory experience an asset.
6. Competent administrative and budgeting ability.
7. Strong project management and organizational skills gained through extensive practical experience.
8. Experience in a computerized environment. Working knowledge of Word, Excel, and Microsoft Outlook. Experience using PeopleSoft, database and desktop publishing software an asset. Working knowledge of hamilton.ca is beneficial.
9. Priority will be given to previous experience related to communications/marketing and/or water and wastewater industry including water conservation in a project coordinator/manager capacity
10. Must possess a valid Class "G" driver's licence.

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