

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (TRANSIT DIVISION – TRANSIT OPERATIONS - LOCATION – 2200 UPPER JAMES STREET)

PROGRAM MANAGER – EMPLOYEE/CUSTOMER COMMUNICATIONS

SUMMARY OF DUTIES

Reporting to the Manager, Transit Operations, this position is accountable for the management of various programs within the Operations Department. This position promotes a service oriented culture and focus within the Section. Promotes teamwork and integration within Transit, with customers and with other parties participating in cross-functional and cross-program initiatives.

Accountable for establishing and achieving program goals and objectives using a “best practices” approach and delivering quality services in a timely and cost effective manner. Recommends and implements strategies to improve effectiveness and efficiency; instills a service excellence focus in all activities within scope of responsibilities.

Evaluates and reports on the Section’s programs, related to service, financial, administrative and recruitment staff performance. Sets above average standards and leads by example.

GENERAL DUTIES

Makes recommendations to the Manager and Director on project priorities, means of resourcing and related cost implications of programs.

Provides continuous community relations improvements and conducts customer contact investigations; compiles the information/complaints and provide a report to appropriate supervisor/manager for follow-up actions. Use of Digital Recording System to resolve disputes arising out of communication data.

Tracks operator commendations and creates letters and communication for acknowledgement in Bus Beat.

Implements recruitment and selection plans to meet hiring objectives; manages Operator interviews and candidate selection program; involves organizing candidate testing, interviewing, checking references, on boarding and maintaining eligible Operator candidate lists. Recommends modifications where necessary to meet program needs.

Responsible to manage the Division’s Employee Recognition Program; develop program budget estimates and, manage the program budget.

Responsible to manage the Division’s Service Award Program, develop program budget estimates and manage the program budget.

Manages the Operator Uniform Program; including supplier contract negotiations, developing program budget estimates and managing program budget.

Assist with the scheduling of return to work Operator accommodations.

Manages Access, Presto and Sign In Card program; creates new cards as needed and replenishes supplies.

Creates and maintains internal standard procedures for related programs; responds to issues and queries raised by Operators related to programs, policies and practices.

Audit and report on programs, design and recommend strategies to improve efficiencies and effectiveness; monitor for quality assurance and continuous improvement opportunities.

Promotes and works in accordance with the provisions of applicable Municipal and Provincial Health and Safety legislation, and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety. Monitors Operational programs and projects within the Section to ensure safety, service quality, cost effective and timely delivery of service;

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

QUALIFICATIONS

1. Demonstrated experience in program management normally acquired through a post secondary degree/diploma in a related discipline with progressive experience or the equivalent combination of education and experience.
2. Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, and be results orientated.
3. Possesses a high level of personal integrity and be an excellent communicator.
4. Highly developed analytical and planning skills with a proven track record for long-term visioning and big picture thinking.
5. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
6. Experienced in designing and delivering customer focused programs and services.
7. Experience in designing, organizing and conducting large scale recruitments are an asset.
8. Knowledge of relevant collective agreement, employment legislation, the Ontario Human Rights Code, corporate policies and procedures.
9. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the Department/Section.
10. Working knowledge of computer software applications including Microsoft Outlook, Word, Excel, PowerPoint and database applications. Knowledge of PeopleSoft and Trapeze would be strong asset.

NOTE: Must possess and maintain a Class "G" Driver's License valid in the Province of Ontario and provision of a personal vehicle for use on the job.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.