

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(HAMILTON WATER DIVISION – CUSTOMER SERVICE & COMMUNITY OUTREACH – LOCATION – 330 WENTWORTH ST. N.)

SENIOR PROJECT MANAGER, OUTREACH, EDUCATION & CONSERVATION

SUMMARY OF DUTIES

Reporting to the Manager, Customer Service & Community Outreach. Responsible for developing and implementing comprehensive Hamilton Water community outreach and conservation programs, strategies, public education activities and educational materials for residential, industrial and commercial customers in the City of Hamilton. As well as supporting the Hamilton Water one window approach to Councillor support and inquiries.

Be accountable to ensure that the programs are provided in accordance with City and Provincial guidelines with minimal disruption to the public and are operating in the most effective and efficient manner consistent with the City of Hamilton Mission, Vision and Strategic Plan.

Possess a demonstrated record of leadership and guidance, technical competence, customer focus, innovation/creativity, team advocacy, staff delegation and empowerment, staff development, and a commitment to results.

Possess a high level of personal integrity and be an excellent communicator.

GENERAL DUTIES

This position is responsible for overseeing the development and implementation of water, wastewater, stormwater and conservation educational materials through partnerships, consultants and cross departmental collaboration and coordination.

The position will be responsible to ensure ongoing development, review, monitoring, maintenance and adjustments to project and program scope, schedule and budget, to ensure cost efficient and effective delivery.

The successful applicant will monitor the overall programs to ensure service quality, cost effective and timely service delivery and legislative compliance. The position will also be responsible to monitor the progress of major projects and program initiatives as required.

Initiates, oversees, develops and implements outreach strategies, public education activities and educational materials which support all Hamilton Water programs, special events and environmental issues in the water, wastewater and stormwater industry in both an in-person and virtual environment.

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

Provide leadership and direction to staff within the Group. Promote teamwork and integration between internal and external parties participating in cross functional and cross program initiatives.

Participate as required in discussions and presentations on relevant issues to Council, agencies, and the public. Attend various committee/Council and public meetings as required.

Prepare or review as required, technical reports arising out of this area of responsibility for presentation to various committees of the City.

Participate as a department representative on various corporate committees/teams as required.

Develops, implements and evaluates work plans, reporting on the section's 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 project staff including 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. Provides administration and effective cost control of the allocated current operational and capital budget through utilization of performance standards, specifications, work program and procedures, monitoring of cost control reports and data.

Prepare the annual draft budget for the Group and monitor and control expenditures. Project expenditures and recommend changes where appropriate.

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

Develops and clearly communicate operational and administrative expectations to achieve project goals and objectives.

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 prepares written reports and responses to citizens and members of Council.

Keeps abreast of amendments to applicable regulations, legislation by-laws and trends in the profession.

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 the Hamilton Water website as well as any social media is maintained, relevant and current and in alignment with the corporate standard.

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

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

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. Must have proven superior written, oral and visual communication, graphic design and presentation skills.
3. Priority will be given to previous experience related to communications, marketing or project management in the water, wastewater, stormwater or environmental industries.
4. Demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development, and is results orientated.

5. Demonstrated ability to research, develop and edit a variety of communication methods including reports, fact sheets, program promotional material, etc.
6. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
7. Experience in designing and delivering customer focused programs, projects, materials and services.
8. Previous supervisory experience an asset.
9. Competent administrative and budgeting ability.
10. Demonstrated ability to produce results on short notice and limited resources
11. Strong project management and organizational skills gained through extensive practical experience.
12. Demonstrated experience using relevant computer software applications – MS Suite, Infor Public Sector; Infor EAM; GIS systems and desktop publishing software, i.e. Microsoft Office Suite, Corel, Adobe InDesign, Photo Shop
13. Must possess a valid Class “G” driver's licence.
14. Must be able to work evenings and weekends depending on the project circumstances.

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.