

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (OPERATIONS & WASTE MANAGEMENT DIVISION – BUSINESS & SUPPORT SERVICES SECTION – LOCATION – 77 JAMES ST. N.)

PROJECT MANAGER, DATA MANAGEMENT - CUPE 1041

OVERVIEW

Reporting to the Supervisor of Administrative Services, coordinate and organize all aspects of the use, development and expansion of maintenance management, weighscale, and customer service software within the Operations & Waste Management Division, capturing data related to assets, tonnage, customer contacts, requests for service, activity and unit costs, inventory, work orders and accounts receivable.

RESPONSIBILITIES

Leadership

- Act as the Division's lead managing and organizing all aspects of the maintenance management and weighscale system including assessment and supervision of financial and human resources, applying best practices and innovative thinking.
- Lead stakeholder and other teams through workflows, gap and opportunity identification, and change implementation through effective coaching and engagement techniques.
- Establish goals and develop evaluation tools to effectively measure staff and unit performance.
- Prepare, monitor and forecast the units operating and capital budget.
- Represent the Division on all matters relating to area of expertise.
- Prepare and review reports.
- Conduct research, make findings and propose recommendations.
- Make formal presentations.

Staff Supervision

- Directly supervise staff and students, including recruitment, coaching, scheduling, deployment, attendance, training and job performance management.

Database Management and Reporting

- Manage database components, applications and coding.
- Develop the use of various management systems as planning tools.
- Co-ordinate and direct the development of linkages with other software and corporate processes such as GIS, PeopleSoft, budget systems.
- Oversee data testing, conversions, system upgrades and uploads/interfaces between software programs.
- Assess needs and provide management, field, exception and other reports through appropriate formats (ie Crystal enterprise, Access, Excel).
- Act as reference and technical resource on systems processes, and liaise with software / database system administrators to resolve problems.
- Define user groups, user access and security profiles.
- Extract and distribute data in a variety of standards and media formats.
- Authorize the acquisition of system related software licenses.

Quality Assurance

- Develop and coordinate policies, procedures, standards and processes which ensure quality, quantity, completeness and timeliness of data, data entry and report availability.
- Establish tools to monitor and audit data and processes to ensure data integrity.
- Conduct user training and refresher courses.
- Provide reference manuals.

- Act as day to day trouble shooting resource for the Division's maintenance management and weigh scale software issues.

Statistical and Financial

- Oversee the analysis, evaluation, reconciliation and reporting of statistical and financial data and variances in the system; arrange for corrective action on deficiencies.
- Determine and co-ordinate requirements of Finance and program staff respecting financial and other processes and schedules as it pertains to the maintenance management and weigh scale systems.
- Manage the Activity Planning System (activity based budgeting) for the Division.

Inventory

- Serve as the Division representative and reference source for inventory and stock count processes.
- Establish inventory control and management standards and practices with program staff.
- Manage Division inventory audit program.

Perform other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Demonstrated knowledge and experience of accounting, budget and related financial procedures as they relate to the theories and practices of a maintenance management system and / or weigh scale system normally acquired through the completion of a post secondary degree or diploma in Business Administration or an equivalent combination of education and relevant work experience.
2. Ability to lead and inspire others to achieve service excellence, promoting innovation, best practices and team accomplishments within the Division. Previous progressive supervisory experience is preferred.
3. Previous project management experience, proven organizational skills and ability to work with tight deadlines and competing priorities.
4. Demonstrated experience leading the design, selection, development, implementation and maintenance of maintenance management systems using applicable technology, usually delivered through stakeholder engagement in an operations environment.
5. Demonstrated working knowledge of technical system components and specialized computer software from a technical perspective such as Hansen, Oracle, SQL, Crystal Reports, GeoMedia, GIS.
6. Excellent knowledge of computer based applications in an MS Windows environment including Windows XP, Outlook, Word, Excel, and database software.
7. Excellent verbal and written communication skills, including the ability to make formal training and program performance presentations.
8. Effective interpersonal skills, including ability to mediate conflict amongst a diverse range of interests and opinions.
9. Valid Class G drivers license and access to a personal vehicle are required for use on the job.
10. The ability to work flexible hours to meet operational needs.

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