

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT - HAMILTON WATER DIVISION – DIRECTORS OFFICE – LOCATION – 77 JAMES STREET NORTH

SUPERINTENDENT, PROCESS IMPROVEMENT

SUMMARY OF DUTIES

Reporting to the Director of Hamilton Water, the Superintendent of Process Improvement will contribute to a dynamic management team of professionals. The successful candidate will act as the Divisional consultant on continuous improvement initiatives with the objective of driving change that will positively affect the performance of the Hamilton Water portfolio and enhance public service to the community.

GENERAL DUTIES

Deliver internal consulting services by providing support and guidance to process owners and Divisional management by identifying improvement oriented initiatives and undertaking projects.

Conduct process audits to document and identify opportunities for performance improvement throughout the entire portfolio of Hamilton Water including operational, planning and engineering functions.

Make recommendations to the Director on services, policies and programs while continuously striving to improve processes and identify opportunities for cost-reduction.

Provide leadership and facilitate staff development in the utilization of problem solving and priority setting tools for the execution of breakthrough projects.

Plan and facilitate meetings, conduct interviews, and run working sessions.

Use statistical analysis to identify performance trends and make recommendations for project opportunities/enhanced services based on verified data testing.

Develop strategic change management recommendations in response to identified process improvements and implementation of same.

Develop and deploy key performance indicator (KPI) metrics and ensure ongoing tracking, and implementation of corrective actions.

Analyze, re-engineer and implement streamlined business processes to optimize workflow associated with change management.

Establish justification for Continuous Improvement efforts and link to Divisional Operational Plan objectives, Departmental Business Plan objectives, and the City's Strategic Plan.

Prepare and present reports on efficiency and effectiveness activities and plans to Council and senior levels of staff.

Maintain appropriate documentation which clearly illustrates project progress and success at completion.

Participate in medium to large-sized strategic projects.

Coordinate and manage projects effectively and ensures they are delivered on time, on budget, and to agreed quality standards.

Participate in defining project scope and champion stakeholder needs; Develop comprehensive business requirements, project charters and establish key deliverables and success metrics.

Identify and mitigate project delivery, schedule, and operational risks.

Regularly communicate/interface and build strong relationships with all appropriate stakeholders and project team members.

Participate in status meetings, report on status, and communicate status as appropriate.

Identify, analyze, and escalate any issues, risks or changes as required.

Help to manage overall project budget, track budget to actuals, and comply with on time budget requirements.

Assist in the Preparation & Monitoring of the operating budget for the Division in accordance with established procedures.

Assist and participate in the development and preparation of the capital budgets for the Division in accordance with established corporate and divisional procedures. Recommend future budget appropriations.

Ensure compliance with Corporate/Division/Departmental rules, regulations, procedures, policies and safe working practices.

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

QUALIFICATIONS

1. Considerable experience related to the duties listed above, normally acquired through the completion of a University Degree or Diploma in Engineering, Sciences, Quality Assurance, Operations Management, or related discipline. Considerable experience in performance measurement, process engineering and managing continuous improvement initiatives. Candidates with equivalent combination of education and experience will be considered.
2. Lean Six Sigma certification is desired, Black Belt certification preferred.
3. Practical experience in process improvement using Lean Six Sigma or similar methodology required.
4. Previous experience with process improvement in the food and/or water industry an asset.
5. Detail oriented and exceptional planning and organizational skills with the ability to manage multiple assignments.
6. Solid project management change management skills with strong ability to design appropriate strategies to achieve desired results
7. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.
8. Excellent presentation and facilitation skills.
9. Intermediate to Advanced skills in Microsoft Applications (Word, Excel, PowerPoint, Visio, and Project).
10. Strong leadership, coaching, and performance management skills with the ability to lead teams.
11. A team player with excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.

12. Solid understanding of project management approaches, tools, and phases of the project lifecycle.
13. CAPM or PMP certification is an asset.
14. Ability to prepare complex statistical reports and efficiency calculations.
15. Ability to analyze problems/opportunities for efficiencies and make recommendations for improvements.

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