

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(OPERATIONS DIVISION – CAPITAL REHABILITATION AND TECHNICAL SUPPORT SERVICES – LOCATION – 4TH FLOOR, 77 JAMES ST. N.,)

CAPITAL REHABILITATION AND TECHNICAL SUPPORT PROGRAMMING CO-ORDINATOR

SUMMARY OF DUTIES

Reports to the Manager of Capital Rehabilitation and Technical Support Services, the Capital Rehabilitation and Technical Support Programming Co-ordinator is an integral part of the Capital Rehabilitation and Technical Support team. This highly motivated individual provides support and administration to a work group engaged in the delivery of contracted, roads maintenance construction services for the City of Hamilton.

Accountable for achieving departmental, divisional and sectional goals, objectives and performance metrics through the effective and efficient use of financial and internal and external staff resources; uses a “best practices” approach to develop and deliver quality services in a timely and cost effective manner; recommends and implements strategies to continually improve effectiveness and efficiency; instills a customer service focus in all activities within scope of responsibilities.

Recommends policy and improvement strategies in the delivery of services to meet mandated goals and objectives and evaluates financial, administrative and performance against internal and external benchmarks and performance metrics.

Sets above average standards and leads by example. Functions as a coach to subordinate staff.

Possesses a demonstrated record of leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development and is results oriented.

Possesses a high level of personal integrity and is an excellent communicator.

GENERAL DUTIES

Responsible for project management software implementation, administration and management. Responsible for document control, project schedule tracking, co-ordination of works internally (within Division) and externally (across Divisions and with external authorities and partners, e.g. Rail authorities and Ministries) and program monitoring. Regularly reports status of current contracts. Analyze potential risks that contract changes may pose to the Section.

Maintains database that centralizes key project information related to processes, project scope, cost and schedule. Ensures a methodical and sustainable approach to data collection and entry, process automation, workflow management, records and information retrieval. Monitors terms, conditions and pricing to ensure contracts are accurately executed and satisfied. Follows up to guarantee contractual payments have been made.

Maintains Sectional scheduling and planning requirements for contracts and renewals for multi-year contracts.

Assist Project Managers with the preparation of contract specification including expediting requirements from external partners within and external to the City to solidify an overall contract strategy. Coordinate actions with internal procurement and legal teams as needed including assistance in resolution of any existing contract conflicts.

Assist in the creation of language standards and rules for existing and new contracts.

Responsible for attainment of required permits, ECA's, and other approvals for scheduled works.

Responsible for the co-ordination, preparation and monitoring of the Division's Capital and Sectional Operating budgets including yearend forecasting and budget exception reports. Interfaces with the Manager, Project Managers and any other required partner for budget preparation and monitoring as well as identification of operating impacts.

Responsible for schedule management and control, cost control and management including variance reporting, forecasting and year end summaries.

Coordinates all purchase requisitions for the Section to ensure that amounts requested by Project Managers are consistent with budgeted amounts and tracks the purchase requisition through approval to ensure a timely approval process.

Conducts operational reviews, continuous improvement and feasibility studies for the section in consultation with the Manager and Project Managers. Assists the Manager in monitoring and analysing the Sectional program delivery performance metrics and allocations to ensure that work plan objectives are being achieved.

Coordinates all real estate matters for the Operations Division, including acquisition, disposition, easements and permission to enter with the Real Estate Division. Maintains currency of all other agreements and approvals.

Monitors and prepares standard operating procedures related to communications with senior staff, elected officials and the general public.

Co-ordinates and manages the Customer Service functions of the Section including coordination and scheduling of activities/works with homeowners and businesses. Includes processing requests, notifications of works and media and public service announcements. Recommends customer service workflows utilizing knowledge of evolving best practices; defines, develops and revises processes to identify, track, escalate, resolve and report customer service problems. Co-ordinates and establishes delivery timeframes. Serve as a liaison between internal and external parties during contract development and negotiation stages

Conducts regular review of all applicable laws, regulations, policies and procedures to ensure ongoing compliance of Section.

Responsible for the performance management of full time and part time staff including motivation, supervision, interviewing, orientation, training. Plans, supervises and co-ordinates daily activities by delegating and assigning work to staff ensuring maximum utilization of resources. Monitors and records all staff attendance for the Section. Provides support and guidance for staff development as required including Performance Accountability and Development review and discussions.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Arranges for appropriate office space for employees of the Section. Also arranges for office space and touch down areas for co-op students and consultant inspectors.

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

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

QUALIFICATIONS

1. Proven experience and knowledge in business administration and contract administration, normally acquired by obtaining a College Diploma in Business Administration, Business Accounting or a relevant discipline with related supervisory experience or a combination of equivalent education and relevant work experience.
2. Proven experience and knowledge in the use and operation of project management software. Demonstrated ability to analyze, interpret and report on service level and financial information.
3. Proven experience and knowledge in providing quality customer service.
4. Proven knowledge of the Occupational Health and Safety Act and Regulations.
5. Must possess and demonstrate key supervisory attributes including effective leadership, coaching, team building, interpersonal, communication, presentation, confidentiality, organizational, project management, conflict resolution and time management skills as well as a commitment to promote and support team accomplishments within the Division.
6. Demonstrated knowledge and understanding of the use of the "business case" in making management decisions and previous experience in developing policies and procedures.
7. Demonstrated ability to effectively manage staff in a results oriented and predominantly unionized environment.
8. Ability to deal effectively with elected officials, management, peers, staff, suppliers, internal and external clients and the general public.
9. Thorough knowledge and understanding of corporate policies affecting the department/section and previous experience or a solid understanding of the Road Operations and Maintenance programs and services would be an asset.
10. Excellent knowledge of Microsoft Office programs (Microsoft Outlook, Word, Excel, Powerpoint and Access software).
11. Valid Ontario Class "G: drivers' licence.

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