

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT **TRANSPORTATION DIVISION – BUSINESS INITIATIVES**

QUALITY MANAGEMENT COORDINATOR, TRANSPORTATION

SUMMARY OF DUTIES

Reporting to the Sr Process Improvement & Quality Program Manager, the Quality Management Coordinator will work with a multi-functional workforce engaged in delivery and direction of services to the public and internal clients. The Quality Management Coordinator will perform specialized administrative, analytical and technical work related to the identification, evaluation, prioritization and implementation of the Division's strategic initiatives.

Accountable for ensuring that initiatives are delivered in accordance with City and Provincial guidelines through effective and efficient review, development, and control of key policies and procedures. Using a "best practices" approach, develops and delivers quality services in a timely and cost-effective manner.

RESPONSIBILITIES

The Quality Management Coordinator will complete key deliverables related to the development, operation and maintenance of a divisional Quality Management System and the delivery of various strategic, technical and research duties related to transportation operations and roadway maintenance to meet the growing needs of the residents and businesses of the City of Hamilton.

GENERAL DUTIES

Assist in coordinating the development, implementation and management of a municipal Quality Management System (QMS) framework and program for the Transportation Division for operations and roadway maintenance functions. The successful candidate will be responsible for undertaking these activities with the goal of maximizing quality and efficiency.

Review and update policies and procedures related to the QMS on a regular basis to ensure that they continue to meet the requirements of the Corporation, Department, Maintenance Standards, Compliance Reporting and Legislated and Legal requirements, while maximizing the quality and efficiency of internal operations.

Coordinate the divisional KPI/Performance measurements.

Utilize the Intelex software to ensure maintenance and document management requirements of the Quality Management System.

Provide training and direction on the Quality Management System to those within the Division.

Support the management staff by providing them with assistance and direction with regards to the Quality Management System.

Assist in performing internal process reviews related to the Integrated Management System. This may at times include leading the internal process review, which includes setting the agenda, meeting with management, performing the review, closing meeting with management and issuing non-conformances.

Ensure that summary reports are produced on time, that the data is protected and readily available.

Communicate with other Sections within the Transportation Division to represent the Section's interests, determine best practices and ensure consistency and cooperation within the Division.

May be assigned special projects throughout the year such as exploring new technologies, programs or methods.

Coordinate projects that are of a Divisional and strategic nature and focused on Divisional objectives.

Assist in the development of strategic briefings to the Manager; and write Council reports, presentations, and other documents as required.

Lead or participate in multi-disciplinary teams and represent the Manager on Corporate, Departmental, and Divisional committees and project teams as directed.

Interact with consultants on Divisional projects including the preparation of specifications and terms of reference, researching and overseeing the collection of data and reviewing/commenting on consultants' reports and recommendations.

Participate in the development and implementation of the Divisional operational work plans that include goals, objectives and performance indicators for organizational units, and monitor and prepare reports and other documentation as required.

Assist in the implementation of operational initiatives oriented to improve the efficiency and effectiveness of Divisional operations.

Provide research and analysis on pertinent issues, develop policy or make recommendations for appropriate action to the Management team.

Prepare or review as required, recommendation, technical and performance reports arising out of this area of responsibility for presentation to Manager, Director, General Manager, Council, various committees or community groups of the City.

Maintain an understanding of industry standards and City operating guidelines, including standards defined in provincial regulations in consideration of the operational requirements for the Division.

Work 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.

Perform other duties as assigned that are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Considerable experience related to the duties listed above, normally acquired through a post-secondary degree/diploma in Public Policy, Business Administration, Planning, Operations Management, or related discipline and/or a combination of education and progressive work-related experience. PMP designation and Lean Six Sigma certification would be considered an asset.
2. Possess a demonstrated record of performance, leadership, technical competence, diplomacy, customer focus, innovation/creativity, team advocacy and commitment to results. The incumbent will have a high level of personal integrity and will be an excellent communicator.
3. Proven experience and knowledge of applicable theories, practices and trends in project management, process improvement and quality systems.
4. Knowledge and understanding of performance measurement and continuous improvement processes in an operations related environment.

5. Proven experience in leading change and deploying continuous improvement programs using Lean, Six Sigma and/or other methodologies; public sector and unionized environment an asset.
6. Ability to lead, motivate and coach diverse teams to obtain cooperation, instill accountability and achieve results.
7. Considerable demonstrated experience in a public works environment with experience and responsibilities for policy/program initiatives and analysis, project management, and change management strategies.
8. Extensive relevant experience in the municipal Public Works environment with relevant business knowledge.
9. Experience with quality management systems within a municipal environment.
10. Must be self-motivated and capable of working independently and as part of a team. Must excel at planning, organizing, and implementing projects. Must possess a strong attention to detail.
11. Thorough knowledge and understanding of statutes, regulations, and by-laws affecting the Division (e.g., acts/regulations including but not limited to the Environmental Protection Act, Municipal Act, and Occupational Health & Safety Act, Maintenance Standards, Highway Traffic Act) and a working knowledge of related corporate policies and procedures.
12. Highly effective leadership, facilitation, communication, presentation, conceptual problem-solving, interpersonal and organizational skills, with the ability to multi-task and adopt quickly to change.
13. Demonstrated experience and ability to lead or participate in cross-functional teams, foster cooperative and collaborative working relationships and to take multi-partner projects to successful completion.
14. Knowledge of Divisional programs and services; the City's role, function, legislative and policy framework; and current issues affecting local government with an understanding of public sector management accountability framework.
15. Computer literacy and proficiency utilizing Microsoft products (Word, Excel, Power Point, & Outlook), and other software programs which may be required by the Division. Experience using Intelx software, or other document management software, would be considered an asset.
16. Possess excellent public relations, report writing, and presentation skills and demonstrate the ability to lead and participate on diverse teams.
17. Demonstrated ability to maintain confidentiality, exercise good judgment and discretion in dealing with politically sensitive and labour relations matters.
18. Must possess a valid Class "G" Driver's Licence with provision of a vehicle by the applicant for use on the job.
19. Ability to work outside regular business hours, as required.

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