

## CITY OF HAMILTON

### **PUBLIC WORKS DEPARTMENT**

### **TRANSPORTATION, OPERATIONS & MAINTENANCE DIVISION – BUSINESS INITIATIVES SECTION**

### **SENIOR PROGRAM COORDINATOR - BUSINESS SERVICES**

#### **SUMMARY OF DUTIES**

Reports to the Senior Project Manager Business Services, the Senior Program Coordinator is an integral part of the Business Initiatives team. The Senior Program Coordinator is responsible for assisting the Managers, Senior Project Managers, District Superintendents and Supervisors with the planning and tactical coordination of programs within the TOM Division.

This highly motivated individual provides direction and support to a work group engaged in the delivery of internal services and support to the Section, Council, the public, internal clients and external customers. Accountable for achieving departmental, divisional and sectional goals and objectives through the effective and efficient use of financial and 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 improve effectiveness and efficiency; instills a customer service focus in all activities within scope of responsibilities. Recommends policies, processes and continuous improvement strategies in the delivery of services to meet mandated goals and objectives, regulatory requirements and performance measures. Assists in evaluating financial and administrative performance against internal and external benchmarks and metrics.

#### **GENERAL DUTIES**

Assumes responsibility for administrative functions within Transportation, Operations & Maintenance, including day-to-day financial management of programs and staffing levels and deployment.

Co-ordinates the budget and financials for Transportation, Operations and Maintenance, including financial analysis, and data entry processes and procedures. Includes data input and analysis, , materials, equipment, contracted services procurement, administration, customer and clerical services.

Ensures administrative services and support are provided to field operations, in accordance with City and provincial guidelines and policies, in the most effective and efficient method possible and in a manner consistent with the City of Hamilton’s Mission and Vision.

Co-ordinates the administrative functions within TOM to ensure safety, service quality, program delivery, cost and effective and timely delivery of services. These administrative programs are vital to support program delivery in providing cost effective services to the City of Hamilton.

Co-ordinates and manages staff recruitment, onboarding and deployment including seasonal recruitments for Winter Control.

Develops, co-ordinates and prepares the Divisional Operating budget with the Managers. Forecasts, prepares and co-ordinates expenditure/revenue budget exception variance analysis and year end forecasting.

Assists Managers and senior staff in the development and preparation of the Divisional Capital budget. Plans the multi-year Capital Budget plan and monitors project financials to prepare quarterly budget variance reports.

Monitors, reviews and updates the Sectional work plans relative to current conditions, financial forecasts and best practices, recommending programs, service levels and performance standards.

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Assists in the preparation of accurate and detailed cost analysis and estimates for existing and new program initiatives in the preparation of the annual operating budget and as required. Addresses cyclical changes, industry trends and commodity shifts throughout the fiscal year and in budgeting future requirements.

Reports major monthly variances and recommends mitigation measures/strategies. Conducts regular compliance audits and identifies variances and implements corrective action mitigating potential impacts to service delivery..

Plans, oversees and co-ordinates daily activities by delegating and assigning work to staff ensuring maximum utilization of resources. Provide support and guidance for staff development.

Assists in the preparation of Divisional Operating Plans that ensure efficient and effective utilization of resources in service delivery.

Monitors, analyzes and manages Sectional program delivery performance data to ensure that work plan objectives for program performance are achieved.

Responsible for the preparation of written or oral reports/presentations as required.

Represents the Division on Departmental Committees as required and/or working/support groups as assigned.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

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

### **QUALIFICATIONS**

1. Advanced knowledge of accounting procedures normally acquired through the completion of a University Degree in Business Administration, Commerce, Economics or a professional accounting designation; or an equivalent combination of education and relevant work experience.
2. Must have experience working in a computerized accounting environment. Experience in the finance/accounting section of a large unionized and highly diversified public or private sector organization would be an asset. Must be computer proficient and have the ability to integrate automated and manual computerized programs.
3. Must possess and demonstrate key supervisory attributes and skills including leadership, recruiting, training, coaching and team building through effective interpersonal and communication skills.
4. Demonstrated initiative in successfully managing and supporting a diverse portfolio of Transportation Operations Maintenance programs. Required skill sets include organizational, fiscal control, project management, recruiting, conflict resolution, time management with a commitment to promote and support team accomplishments within the Section and Division.
5. Ability to effectively, tactfully and professionally communicate and interact with the Director, Manager, Superintendents, Supervisors and other staff, suppliers and contractors, internal partners and external clients, Councillors, and BIA's respecting confidentiality requirements.
6. Must have thorough knowledge of Generally Accepted Accounting Principles and Practices including knowledge of budgeting, accounting and finance processes and practices.
7. Must possess excellent writing, communication, organizational and diplomacy skills.
8. Demonstrated commitment to continuous learning to ensure knowledge of applicable legislation, industry issues, technologies and best practices.

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9. Knowledge of, understanding and capability of creating “business cases” to analyse, support, implement and monitor process opportunities and continuous improvement. Previous experience in developing policies and procedures.
10. Thorough knowledge and understanding of corporate policies affecting the department/division/section and previous experience or a solid understanding of the Transportation Operations programs and services would be an asset.
11. Working knowledge and competence in Microsoft Office (Word, Excel, PowerPoint and Outlook) with preference given to those with competence with GIS and Hansen Software,
12. Experience and the ability to organize, deliver and prioritize multiple tasks/assignments in order to meet deadlines, and control/monitor financial requirements of the Section.
13. Demonstrated ability to work independently and in a team environment.
14. Demonstrated knowledge of Health and Safety Act and applicable regulations as it relates to the position.
15. Must possess a valid Class “G” Ontario Driver’s Licence and provision of a vehicle for use on the job.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE**