

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(BUSINESS INITIATIVES – BUSINESS SERVICES - LOCATION – 100 KING STREET)

PROGRAM COORDINATOR, BUSINESS SERVICES - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Senior Project Manager, Business Services, the Program Coordinator is responsible for providing various business support services to the Roadway Maintenance and Transportation Operations sections of Transportation, Operations & Maintenance Division. Working in a high performing, task driven environment this position is key to driving accountability, process improvements and program service delivery initiatives.

GENERAL DUTIES

In consultation with Managers, Supervisors and Senior Project Managers this position will assist in coordinating the operating and capital budget for the Division, ensuring corporate policies and deadlines are adhered to.

Works with service area management to ensure that field operations align with sectional operational standards and best practices and makes recommendations for modifications where required and necessary to meet program service levels and budget performance expectations.

Coordination of Human Resource processes and large-scale recruitment and onboarding procedures, development of Health and Safety initiatives and assistance in the preparation of the Sectional Annual Review report.

Analyse financial and non-financial data using standard financial formulas and generally accepted accounting practices on as required basis to develop business cases, business plans and reports. Investigates best practice, evaluates and interprets data to support business cases for service improvement.

Develop and delivery various reports using Microsoft Office Suite applications, Crystal Reports and other activity-based costing software.

Design and produce PowerPoint presentation for delivery to various internal and external stakeholders including Senior Management.

Receives and resolves inquiries from internal and external stakeholders including the public, staff, other departments, other levels of government, community organizations and service groups.

Assist with the evaluation of divisional training needs to facilitate employee's professional development, improve performance and ensure compliance with applicable legislation, regulations, policies and procedures. Assist with developing and updating divisional training policies and procedures, goals and objectives and design.

Develop and recommend training and educational budget requirements for the division in accordance with City and divisional policies and needs. Prepare training status reports and schedules.

Maintain divisional training records in corporate database to track the training requirements of all divisional positions and the status of training for staff within the positions (i.e., maintain divisional training matrix).

Assess training outcomes; seek feedback from trainees and Supervisors; conduct assessments of training sessions; Oversees trainers to ensure content/ delivery meet divisional needs.

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

Works 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.

QUALIFICATIONS

1. Previous related work experience normally acquired through the completion of a university degree in Business Administration, Commerce, Economics or a Business Operations related background or a combination of equivalent education and related work experience.
2. Excellent computer skills in Microsoft office, Crystal Reports and other software used for analyzing data and designing graphical reports is required.
3. Proven experience with project management theories, practices, and trends to manage contracts and projects including reviewing, approving, implementing, and monitoring work plans, reports, project budgets, as well as the procurement process.
4. Excellent organizational and time management skills. Demonstrated ability to be self-motivated, organize work, set priorities and meet deadlines with minimal supervision.
5. Must be able to work independently on complex projects and coordinate activities with other parts of the organization to promote smooth and efficient communications and information flow.
6. Past experience in report writing, communication, and presentations to varying audiences including management, staff and private/public sectors.
8. Must have excellent analytical, problem solving and data management skills. Ability to exercise discretion, judgment and work with a degree of autonomy.
9. Demonstrated ability to work independently and collaboratively in a wide variety of Divisional and Cross Divisional teams.
10. Demonstrated ability to design and deliver training programs in a variety of media including presentations, leader guides, participant manuals and handouts
11. Knowledge of all applicable corporate policies and relevant legislation (i.e. Training and education policies, Workplace Occupational Health and Safety Act, National Safety Code and Book 7 etc.).
13. Must possess a valid Ontario "G" Driver's 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