

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (OFFICE OF CHIEF ROAD OFFICIAL – LOCATION – 100 KING ST. W.)

QUALITY MANAGEMENT COORDINATOR – STRATEGIC INITIATIVES (CRO)

SUMMARY OF DUTIES

Reporting to the Senior Project Manager, Transportation System Strategy, in the Office of the Chief Road Official, the Quality Management Coordinator will provide specialized administrative, technical and coordination work related to the identification, evaluation, prioritization and implementation of the development of the Transportation System Operational Plan as part of a broader Quality Management System.

Accountable for ensuring that initiatives are delivered in accordance with City and Provincial guidelines through effective and efficient use of financial and staff resources. Using a "best practices" approach, develops and delivers quality services in a timely and cost-effective manner.

The Quality Management Coordinator will 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.

RESPONSIBILITIES

The Quality Management Coordinator will complete key deliverables related to and coordinate the development, operation and maintenance of a Transportation Quality Management System. The incumbent will be responsible for completing and coordinating various strategic, technical and research duties related to the transportation system to meet the growing needs of the residents and businesses of the City of Hamilton.

GENERAL DUTIES

Coordinate the development, implementation and management of a Quality Management System (QMS) framework with a focus on development of the Transportation System Operational Plan through the Office of the Chief Road Official.

Review and update 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.

Coordinate KPI/Performance measurements.

Utilize the Intalex Software to ensure maintenance and document management requirements of the Quality Management System.

Provide training and direction on the Quality Management System as needed.

Support the Chief Road Official and SPM Transportation System Strategy by providing them with assistance and direction with regards to the Quality Management System.

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

Communicate with other Sections within Public Works and the City of Hamilton to represent the Office of the Chief Road Official's interests, determine best practices and ensure consistency and cooperation.

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

Coordinates projects that are of a cross-divisional and strategic nature and focused on objectives defined by the Chief Road Official.

Assists in the development of strategic briefings to the Chief Road Official; and writes Council reports, presentations, and other documents as required.

Leads or participates in multi-disciplinary teams and represents the SPM Transportation System Strategy and/or Chief Road Official on corporate, departmental, and Divisional committees and project teams as directed.

Interact with consultants on I 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.

Participates in the development and implementation of operational work plans that includes goals, objectives and performance indicators and monitors and prepare reports and other documentation as required.

Assist in the implementation of operational initiatives oriented to improve the efficiency and effectiveness in the Transportation System.

Provide research and analysis on pertinent issues, develop policy or make recommendations for appropriate action to the Chief Road Official.

Prepare or review as required, recommendation, technical and performance reports arising out of this area of responsibility for presentation to Senior Project Manager, Transportation System Strategy, Chief Road Official, 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 the completion of a University Degree in Public Policy, Business Administration, Engineering, 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. Proven experience and knowledge of applicable theories, practices and trends in project management, process improvement and quality systems.
3. Knowledge and understanding of performance measurement and continuous improvement processes in an operations related environment.
4. 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.
5. Demonstrated knowledge of planning, engineering and project management theories, practices and trends to manage operational tasks, including reviewing, approving and implementing work plans and project budgets.
6. Ability to coordinate 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.
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, Minimum Maintenance Standards, Highway Traffic Act) and a working knowledge of related corporate policies and procedures.
12. Highly effective 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 coordinate 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, Power Point, & Outlook), specifically MS Excel and/or other software to complete statistical analysis Minitab/Power BI/SPSS and other software programs which may be required by the Division.
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. 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.

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