

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

TRANSIT DIVISION – BUSINESS PROGRAMS

LOCATION – 2200 UPPER JAMES ST MOUNT HOPE

QUALITY MANAGEMENT COORDINATOR, TRANSIT

SUMMARY OF DUTIES

Reporting to the Senior Project Manager of Quality Management System for Transit, the Quality Management Coordinator will provide support to a multi-functional workforce engaged in the delivery and direction of services to the public and internal clients. The Coordinator will perform specialized administrative and technical work related to the identification, evaluation, prioritization and implementation of the Division's Quality Management System initiatives including performance measurement, process and continuous improvement, quality planning, regulatory and legislative compliance.

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

RESPONSIBILITIES

The Quality Management Coordinator will support the development, operation and maintenance of a divisional Quality Management System and the delivery of various strategic, technical, research, and legislative duties related to Transit.

GENERAL DUTIES

Support the development, implementation and management of a Quality Management System (QMS) framework and program for the Transit Division in accordance with the ISO 9001-2015 requirements.

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, Operational Standards, Compliance Reporting and Legislated and Legal requirements.

Provide training and support on the Quality Management System and associated initiatives to those within the Division.

Assists in the development of strategic briefings to the Manager; and writes reports, presentations, and other documents as required. Participates in multi-disciplinary teams and represents the Division on projects as directed.

Conduct process development gap analysis sessions with the various stakeholders within the Transit division and build alive action plan based on the identified gaps and the QMS strategy.

Performance Measurement

Coordinate the divisional KPI/Performance measurements; provide analysis of trends with an emphasis on dashboard style reporting and support sections with required scorecard information.

Establish a consolidated action plan to accommodate all the action points that might be captured due to the performance variations among all functions within Transit division.

Process and Continuous Improvement

Support or participate in medium to large-sized continuous improvement projects in the Division; conduct process audits to document and identify opportunities for performance improvement and participate in defining project scope and support project charters, analysis and deliverables.

Support change management recommendations in response to identified process improvements and implementation of same.

Quality Management Program

Develop and maintain a framework for the implementation of quality management style processes throughout the Transit Division and ensures it is aligned with the departmental quality management processes.

Utilize Intellex or other document control software to ensure maintenance of the Quality Management System. Maintain a library of regulatory documentation and ensure staff are briefed on and understand any new legislative requirements, ECAs, related permits and procedures. Quality control and review the operating procedures system for the division.

Conduct field and internal audits related to the Quality Management System and work with cross divisional teams to conduct audits to ensure compliance; This may at times include leading the audit, which includes setting the agenda, meeting with management, performing the audit, closing meeting with management and issuing non-conformances.

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. Proven experience and knowledge of applicable theories, practices and trends in project management, process improvement, integrated management and quality management systems.
2. ISO 9001, ISO 14001, & ISO 45001 certifications would be considered an asset.
3. Knowledge and understanding of performance measurement and continuous improvement processes in an operations related / public works environment. Proven experience in supporting change and deploying continuous improvement programs in the public sector is an asset.
4. Proven ability to train, support and coach diverse teams to obtain cooperation, instill accountability and achieve results.
5. The Quality Management Coordinator will possess a demonstrated record of performance, project leadership, technical competence, 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.
6. Must be self-motivated and capable of working independently and as part of a team. Must excel at planning, organizing, and implementing projects.
7. Highly effective communication, presentation, conceptual problem-solving, interpersonal and organizational skills, with the ability to multi-task and adopt quickly to change.

8. 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.
9. Computer literacy and proficiency utilizing Microsoft products (Word, Excel, Power Point, & Outlook), and other software programs which may be required by the Division such as Intalex, MS Projects, Visio, etc.
10. Possess technical report writing, presentation skills and demonstrate the ability to support and participate on diverse teams QMS workshops.
11. Demonstrated ability to maintain confidentiality, exercise good judgment and discretion in dealing with politically sensitive and labour relations matters.
12. Ability to work outside regular business hours, as required.

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