

## **CITY OF HAMILTON**

### **PUBLIC WORKS DEPARTMENT**

### **CORPORATE FACILITIES & ENERGY MANAGEMENT (CFEM) DIVISION**

### **LOCATION – LISTER BLOCK (28 JAMES ST. N., HAMILTON)**

### **QUALITY MANAGEMENT COORDINATOR, QUALITY MANAGEMENT OFFICE**

#### **SUMMARY OF DUTIES**

Reporting to the Senior Project Manager of the Quality Management Office (QMO) in the CFEM Division, the Quality Management Coordinator will coordinate and support the implementation of Divisional processes as well as the Departmental Quality Management System (QMS) and will perform specialized administrative and technical work related to the identification, evaluation, prioritization and implementation of programs and initiatives.

Accountable for ensuring that initiatives are delivered in accordance with City and Provincial guidelines, the coordinator will coordinate the implementation of programs and initiatives oriented to improve the quality, efficiency and effectiveness of Divisional operations.

#### **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, legislative and operational duties related to CFEM programming to meet the growing needs of the residents and businesses of the City of Hamilton.

#### **GENERAL DUTIES**

The Quality Management Coordinator will complete key deliverables related to and coordinate the development, operation and maintenance of the Divisional and departmental Quality Management Systems, and the delivery of various strategic, technical and research duties to meet the growing needs of the residents and businesses of the City of Hamilton.

Assist in the development of Divisional procedures and methodologies needed for the Quality Management Office's mandate in CFEM, in compliance with departmental guidelines.

Review and update procedures and methodologies on a regular basis to ensure that they continue to meet the requirements of the Corporation, Department, Division, applicable Standards, Compliance Reporting and Legislated and Legal requirements.

Utilize and manage the Enterprise Document Control Software and Performance Measurement tools to ensure the maintenance of the Quality Management System.

Coordinate the monitoring and preparation of the Divisional Performance Measurement program through reports identifying how the operation performed against established benchmarks related to customer, financials, people, process and compliance. Make recommendations respecting key performance indicators important to the Division with an emphasis on dashboard style reporting, ongoing tracking, and implementation of corrective actions.

Provide training and direction on the Quality Management System to Divisional teams. Support staff by providing them with assistance and direction with regards to the Quality Management System.

Assist in performing internal process reviews (IPRs/ internal audits) related to the QMS, including leading the audit, i.e., setting the agenda, meeting with management, performing the audit, closing meeting with management and issuing non-conformances. Undertake audits for compliance, working in cross departmental teams when needed to ensure compliance.

Assist in development and execution of project management methodologies to plan, manage and execute all program initiatives. Ongoing management and updating of digital office templates, procedures, flow charts, etc.

Communicate with other sections within the organization, as needed, to represent the division's interests, determine best practices and ensure consistency and cooperation within the organization.

Assist in the development of strategic briefings to the management team; prepare reports, presentations, and other documents as required.

Assist in the development of standardized templates including technical content for RFTs, RFPs, RFPQs, etc. and other request for services and/or products that are routinely issued.

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

May be assigned special projects throughout the year such as exploring new technologies, programs or methods, including coordinating strategic projects that are focused on divisional objectives.

Interact with consultants on 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 Divisional and Departmental work plans that includes goals, objectives and performance indicators for organizational units, and monitors and prepare reports and other documentation as required. Ensures Divisional reports and plans are relevant, accurate and complete.

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 team.

Prepare or review as required, recommendation, technical and performance reports arising out of this area of responsibility for presentation to Managers, 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.

Manage responsibility of a document management and control system on behalf of the Division and Sections to ensure maintenance of the QMO, including electronic and hardcopy file maintenance.

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

## **QUALIFICATIONS**

1. Proven demonstrated knowledge of the practices and theories of Quality Management Systems and strategic planning normally acquired through a post-secondary degree/diploma in Engineering, Quality Operations Management, or related discipline and/or a combination of education and progressive work-related experience. QMS certification, PMP designation and/or 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, integrated management and quality management systems, within a municipal environment.
3. Demonstrated knowledge and experience developing or participating in the development of ISO 9001, ISO 14001, ISO 18001 and/or CAN Z1000 management systems.
4. Experience as Auditor for ISO 9001 and/or ISO 14001; experience assisting in the development of audit plans and schedules.
5. Knowledge and understanding of performance measurement and continuous improvement processes in an operations related/public works environment. Proven experience in leading change and deploying continuous improvement programs; public sector and unionized environment an asset.
6. 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.
7. Possesses 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.
8. Considerable demonstrated experience in a Public Works environment with experience and responsibilities for policy/program initiatives and analysis, project management, and change management strategies.
9. Knowledge of or certification in Asset Management and Enterprise Management Systems will be considered an asset.
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 and Department (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. Ability to lead, motivate and coach diverse teams to obtain cooperation, instill accountability and achieve results.
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 City of Hamilton's 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. Proficiency in using Microsoft products (Word, Excel, PowerPoint, Project & Outlook) including Microsoft 365 features and other Divisional programs (Archibus, Asset Planner, BIMA, Intelex, Visio, etc.). Ability to quickly learn and adopt other software programs which may be required.
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.
19. Ability to work outside regular business hours, as required.