

## **CITY OF HAMILTON**

### **PUBLIC WORKS DEPARTMENT** **TRANSIT DIVISION – DIRECTOR’S OFFICE – 2200 UPPER JAMES STREET**

### **SENIOR PROJECT MANAGER, CONTINUOUS IMPROVEMENT, TRANSIT DIVISION**

#### **SUMMARY OF DUTIES**

Reporting to the Director of Transit, the Senior Project Manager is responsible for providing key support in Continuous Improvement activities and acting as a resource to the Director.

Coordinates and manages projects that are of a Divisional and strategic nature and focused on Divisional objectives; provides support to high priority initiatives or Divisional programs.

Leads, coordinates, and supports Process Improvement projects within the Division as assigned.

Supports Quality Management initiatives within the Division.

Researches and participates in operational planning and the development of strategic initiatives; assists the Director to implement organization change management.

Assists the Director in developing agendas and participates in Divisional Senior Management meetings.

Coordinates the development and review of strategic briefings to the Director; and writes Council reports, presentations, and other documents as required. This will generally include independently researching a topic, conducting peer scans for best practices and consulting key stakeholders, both internal and external. Leads or participates in multi-disciplinary teams and represents the Director on corporate, departmental, and Divisional committees and project teams as directed.

The Senior Project Manager will possess a demonstrated record of performance, leadership, diplomacy, 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.

#### **GENERAL DUTIES**

The Senior Project Manager oversees and/or leads special projects utilizing cross-functional Divisional work teams as directed by the Director and Divisional Senior Management.

The Senior Project Manager will:

Participate in multi-disciplinary teams comprised of staff not only from the Public Works Department, but from other City Departments and outside agencies in order to address Divisional, departmental, and corporate initiatives in meeting the objectives.

Interact with consultants on Divisional 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 the Divisional operational work plans that includes goals, objectives and performance indicators for organizational units, and monitors and prepare reports and other documentation as required.

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 Director.

Receive and answer inquiries from the public, other City departments, outside agencies, other governments, consultants, contractors and vendors as requested by the Director.

Liaise with other City departments and external agencies such as the Ministry of Transportation, neighboring municipalities and/or transit agencies, and stakeholder groups, including the Canadian Urban Transit Association (CUTA) and Ontario Urban Transit Association (OPTA) as it relates to Divisional matters.

Monitor and control operating and capital expense budgets for assigned projects and initiatives.

Assist with the preparation and monitoring of the annual operating and capital budget for the area of responsibility.

Prepare purchase order requests and other documentation for the purchase of goods and services for the implementation and support of various activities.

Write reports and/or articles, prepare and deliver presentations, facilitate meetings, and compose correspondence related to major responsibilities.

In the absence of the Director, liaise directly with the Acting Director.

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. Proven experience and knowledge of applicable theories, practices and trends in Project Management, process improvement and quality systems,
2. Considerable demonstrated experience in a public works environment with experience and responsibilities for policy/program initiatives and analysis, project management, and change management strategies.
3. Extensive relevant experience in the municipal Public Works environment with relevant business knowledge.
4. Knowledge and understanding of performance measurement and continuous improvement processes in a Public Works related environment.
5. Experience with quality management systems preferred.
6. Lean Six Sigma certification is desired, Black Belt certification preferred.
7. Must be self-motivated and capable of working independently and as part of a team. Must excel at planning, organizing, and implementing projects.

8. Demonstrated financial management skills including the development, implementation and monitoring of budgets.
9. Thorough knowledge and understanding of statutes, regulations, and by-laws affecting the Division (e.g. acts/regulations including but not limited to the Highway Traffic Act, Municipal Act, and Occupational Health & Safety Act).
10. Highly effective leadership, facilitation, communication, presentation, conceptual problem-solving, interpersonal and organizational skills, with the ability to multi-task and adopt quickly to change.
11. 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.
12. 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.
13. Computer literacy and proficiency utilizing Microsoft products (Word, Excel, Power Point, & Outlook), and other software programs which may be required by the Division. Power BI is considered an asset.
14. Excellent written and verbal communication skills and a demonstrated ability to convey issues and concepts in a convincing manner.
15. Possess excellent public relations, report writing, and presentation skills and demonstrate the ability to lead and participate on diverse teams.
16. Demonstrated ability to maintain confidentiality, exercise good judgment and discretion in dealing with politically sensitive and labour relations matters.
17. 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.**

This is an 18-month development contract. During this time, the incumbent can expect to be assigned project work related to the following key Divisional priorities:

- Lead or support Our People Survey Action Items, Transit's Extended Management Team meetings, Transit Worker Appreciation Day and the HSR Way committee.
- Lead the planning and delivery of an Open House to celebrate HSR's 150<sup>th</sup> Anniversary for September of 2024.
- Under the direction of the Manager of Accessible Transportation Services (ATS), review and draft policies and procedures by researching, conducting peer reviews and through input from users of the service, considering relevant legislation and City defined levels of service.
- Lead a review of on-board annunciators with support from Maintenance, ATS, Transit Operations and Customer Experience and Innovation to make recommendations to improve reliability and performance of devices.