

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

### SENIOR PROJECT MANAGER – CONTINUOUS IMPROVEMENT, CORPORATE FACILITIES AND ENERGY MANAGEMENT DIVISION – QUALITY MANAGEMENT OFFICE

#### SUMMARY OF DUTIES

Reporting to the Program Manager, Quality Management Office (QMO) under the Corporate Facilities and Energy Management (CFEM) Division, the Senior Project Manager of Continuous Improvement (SPM CI) is responsible for leading the division's continuous improvement initiatives and special projects.

Coordinate and manage strategic projects focusing on divisional objectives and providing support to priority initiatives and/or divisional programs.

Lead, coordinate and support process improvement projects within the Division.

Research and participate in operational planning and the development of strategic initiatives; assists the Director's Office under the QMO to implement organization change management.

Coordinate the development and review of strategic briefings; prepare Council reports, presentations, and other documents as required.

Lead or participate in multi-disciplinary teams and represents the division on corporate, departmental, and divisional committees and project teams as directed.

#### GENERAL DUTIES

The Senior Project Manager of Continuous Improvement oversees and/or leads special projects related to process improvement utilizing cross-functional divisional work teams as directed by the QMO Program Management, CFEM Director and divisional senior management.

Represent CFEM at the Public Works Continuous Improvement Community of Practice and act as the lead for all CI projects being delivered by divisional staff.

Conduct process audits to document process gaps and identify opportunities for performance improvement throughout the CFEM Division, including cost reduction opportunities.

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.

Participate in the development and implementation of 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. Make recommendations on services, policies and programs while striving to continuously improve processes.

Participates in defining project scope, comprehensive business requirements, project charters and establish key deliverables and success metrics.

Provide research and analysis on pertinent issues; develop policy or make recommendations for appropriate action to the QMO Program Lead.

Receive and prepare draft responses to inquiries from the public, other City departments, outside agencies, other levels of governments, consultants, contractors and vendors.

Liaise with other City departments and external agencies, neighbouring municipalities, and stakeholder groups as it relates to divisional matters.

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.

Maintain an understanding of industry standards and City operating guidelines, including standards defined in provincial regulations in consideration of the operational requirements for CFEM.

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. Must have experience in one or a combination of Facilities Management, Architecture, Engineering, Public Works, Finance, Business or Planning, normally gained through a combination of post-secondary education and/or work experience. Certification or credentials in one of these fields is an asset (e.g., FMP, CFM).
2. Must have Project Management expertise and proven experience and knowledge of applicable Project Management theories and practices.
3. Must have knowledge and/or experience in performance measurement and continuous improvement using Lean Six Sigma methodologies. Continuous improvement training and Lean Six Sigma certification is desired.
4. Demonstrated experience in a municipal public works environment with experience and responsibilities for policy/program initiatives and analysis, project management, and change management strategies.
5. Must have considerable, demonstrated extensive experience in delivering projects, coordinating multi-disciplinary documents, and/or developing policy and programs.
6. Must have demonstrated communication skills, whether through delivery of presentations to a variety of audiences, authoring agendas & minutes and/or Council report-writing.
7. Excellent written and verbal communication skills and a demonstrated ability to convey issues and concepts in a convincing manner.
8. Possess a demonstrated record of performance, leadership, diplomacy, technical competence, customer focus, innovation/creativity, team advocacy and commitment to results.

9. Must have experience facilitating meetings. Highly effective leadership, facilitation, communication, presentation, conceptual problem-solving, interpersonal and organizational skills, with the ability to multi-task and adapt quickly to change.
10. Demonstrated financial management skills including the development, implementation, and monitoring of budgets.
11. Knowledge and understanding of statutes, regulations, and by-laws affecting the division (e.g., acts/regulations including but not limited to the Ontario Building Code, Environmental Protection Act, Municipal Act, and Occupational Health & Safety Act).
12. Must have computer literacy and proficiency utilizing Microsoft products (Word, Excel, Power Point, & Outlook), including Office 365/ SharePoint and other software programs which may be required by the division.
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. Must be self-motivated and capable of working independently and as part of a team. Must excel at planning, organizing, and implementing projects.
14. Demonstrated ability to maintain confidentiality, exercise good judgment and discretion in dealing with politically sensitive and labour relations matters.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**