

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT**(TRANST DIVISION – TRANSIT PLANNING AND INFRASTRUCTURE SECTION – LOCATION – 2200 UPPER JAMES STREET)****SENIOR PROJECT MANAGER, SPECIALIZED TRANSIT****SUMMARY OF DUTIES**

Reporting to the Manager of Transit Planning and Infrastructure, the Senior Project Manager, Specialized Transit, will be responsible for directing and managing all aspects of the specialized transit programs of the Section. The primary responsibilities of this Senior Project Manager will be to manage accessible transit and other contracted services (e.g. transcab) contracts, including managing and monitoring quality control programs. The Senior Project Manager will also assist the Manager in determining capital requirements and ensuring accurate operational budget development. Using a "best practices" approach they will develop and deliver quality services in a timely and cost effective manner. They will represent the City's interests regarding all aspects of specialized transit and related initiatives with the public, private entities and multi levels of government.

GENERAL DUTIES

Through proactive contract administration, ensures accessible transit and other contracted services (e.g. transcab) meets current and emerging legislated requirements and all service objectives of the City of Hamilton. This will include, overseeing, analysing and supporting direct service operations in achieving performance metrics and service objectives.

Negotiate, manage and administer Contracts and Agreements for specialized transit services including the Master Operational Agreement with the service provider (e.g. DARTS).

Develop request for proposals, tenders, and requests for information, evaluate consultant submissions, recommend selection and oversee consultant work/projects.

Provide subject matter expertise related to specialized transit specifically, and to public transportation in general, so as to represent the City as a key public contact in all matters related to the Section.

Research and assess emerging industry trends, best practices and impending legislation in support of continuous improvement initiatives.

Development of relevant Key Performance Indicators and dashboards for specialized transit service.

Undertake detailed analysis of data and processes related to accessibility and specialized transit for the purpose of improving service quality and cost, and ensuring legislative compliance.

Responsible for producing, monitoring and reviewing monthly required reports under the service agreement, annual performance report and for reporting to the Ontario Human Rights Commission as required.

Regularly attends ATS Review Subcommittee meetings, Advisory Committee for Persons with Disabilities (may include Transportation Subcommittee) meetings and contractor (e.g. DARTS) board meetings as a resource and provides support to the manager.

The Senior Project Manager will project lead, research, survey, consult, author and present recommendation reports on specialized transit to various bodies including, but not limited to Council, Committees and Community associations. They will function as the program lead for specialized transit as part of the Transit Planning and

Infrastructure Section.

Provide assistance to the Manager in the development of the annual capital and operating budget as it relates to specialized transit.

Model, cost and provide analysis of various service design alternatives.

Liaise with clients, community care providers, Contractor, employees and internal staff regarding service planning and problem resolution.

Liaise with representatives from various City departments, including Community and Social Services, Access and Equity, etc. on integrated projects. This includes preparing reports for presentation to management and various municipal committees. Liaise with Union Executive, School Boards, Operations employees and staff regarding service planning and problem resolution.

Performs other duties as assigned which are directly related to the responsibilities of the position.

Works 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.

Required to work during labour disputes or other work stoppages and to perform a variety of added duties during these events.

QUALIFICATIONS

1. Demonstrated competence in business and contract administration, normally acquired by attaining a degree in business administration/management or any combination of education, training and experience deemed equivalent.
2. Proven experience administering large contracts, preferably in specialized transit.
3. Proven municipal government experience directly related to public service delivery, preferably in the public transit field, with a demonstrated understanding of the interface between Staff and Council.
4. Proven experience in business analysis, project management, performance management and continuous improvement, financial analysis, budget development and service forecasting.
5. Proven organizational, analytical and problem solving skills and the ability to work with very tight deadlines and competing priorities.
6. Experience in organizing, presenting, facilitating and negotiating with diverse stakeholders and user groups and ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
7. Excellent written and verbal communication skills, facilitation skills and presentation skills.
8. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word. Microsoft Project and web-based applications an asset.
9. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section, including the Accessibility for Ontarians with Disabilities Act and its regulations.
10. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the

position.

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