

CITY OF HAMILTON**PUBLIC WORKS DEPARTMENT****(TRANST DIVISION – TRANSIT CUSTOMER EXPERIENCE & INNOVATION SECTION – LOCATION – 2200 UPPER JAMES STREET)****SENIOR PROJECT MANAGER, TRANSIT CUSTOMER LOYALTY****SUMMARY OF DUTIES**

Reporting to the Manager, Customer Experience and Innovation, the Senior Project Manager of Customer Loyalty will be responsible for directing and managing all aspects of the Transit customer retention and loyalty programs (conventional and specialized). In fulfilling their duties the Senior Project Manager will:

- be responsible for directing the unionized customer loyalty team
- be required to meet organizational and operational objectives in a timely and cost effective manner
- be accountable to the Manager for the implementation and continuous improvement of loyalty programs
- with support from the Manager, instil an exceptional customer-centric focus and integrate service excellence and innovation into the strategic and operational mind-set of all staff.

GENERAL DUTIES**Team Leadership**

- Provide direction and leadership to the transit customer loyalty staff team; inspire and encourage the team to achieve high levels of performance and productivity; foster a work environment which supports customer-focused design.
- Responsible for the performance management of staff including interviewing, hiring, orientation, training, progressive discipline, coaching, performance evaluations, and appropriate handling of confidential matters.

Project Management

- Develop project plans, work break-down structures, and project resource planning including the identification of tasks, estimated costs, schedules, milestones and, team member assignments.
- Prepare, manage, and monitor budgets based on corporate policies and guidelines.

Quality Assurance / Quality Control

- Act as a catalyst for change and improvement in performance and quality
- Set customer service standards
- Work with staff to establish, develop, implement, and monitor policies, procedures, and standards
- Determine training needs and administer training

Customer Service, Retention, and Loyalty

- Manage the transit customer loyalty portfolio using a best practices approach to ensure that customer experience decisions are evidence-based and utilize research results, data, and outcomes.
- Manage and develop responses to public, media, staff, and elected officials' inquiries, issues, concerns, and complaints; resolve matters, including participation in decisions or actions taken.
- Provide excellent customer service in a respectful, courageous, empathetic, just, and ethical manner.

Relationship Management

- Build relationships with key internal and external stakeholders who can support the development and implementation of the strategies and programs to enhance the customer experience.
- Serve as project lead for transit customer loyalty programs and projects including representations at departmental / corporate meetings and external committees involving other levels of government and agencies.
- Participate and regularly act as spokesperson in discussions / presentations to other City departments, committees / Council, other levels of government and agencies, stakeholders, the public and the media. Attend various committee / Council and public meetings as required.

Innovation

- Think creatively, demonstrate a passion for customer-focused thinking, business process management, co-ordination of the transition from idea to implementation and action, and a commitment to continuous improvement strategies.
- Provide ongoing feedback from customers to the Manager of Customer Experience and Innovation to ensure Transit services remain relevant.
- Work closely with the customer advocacy team to align and integrate customer attraction and retention programs / initiatives.

Other

- Act as the primary lead on all Transit-related AODA responsibilities.
- Work directly with the Senior Project Manager of Specialized Transit to inform contract management-related activities
- 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.
- Required to work during labour disputes or other work stoppages and to perform a variety of added duties during these events.
- This position requires evening work and may require weekend work.

QUALIFICATIONS

1. Demonstrated competence in customer service, retention, and loyalty models normally acquired by attaining a degree in business administration or related discipline or any combination of education, training, and experience deemed equivalent; experience related to persons with disabilities an asset.
2. Demonstrated supervisory experience in a unionized environment. Will have a demonstrated record of strong leadership and guidance in a unionized environment, with a high level of personal integrity and motivation.
3. In-depth knowledge of customer service principles and practices gained through previous extensive experience managing such programs. Experience with Trapeze custom software applications such as PASS and CERT is an asset.
4. Proven quality assurance and control experience, including policy / procedure development and monitoring, setting and monitoring standards, assessing customer needs, and developing staff to implement quality measures
5. Proven project management, business planning, financial management, team building, and change management experience. Demonstrated experience in a customer-focused environment, with a commitment to results and continuous improvement.

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. Proven organizational, analytical, and problem-solving skills and the ability to work with tight deadlines and competing priorities.
8. Proven experience in business analysis, project management, performance management and continuous improvement, financial analysis, budget development, and service forecasting.
9. Excellent interpersonal, customer service, public relations, and relationship management skills with a proven track record of developing effective relationships and the ability to relate effectively with elected officials, representatives of other levels of government, management, peers, stakeholders, staff, and the general public.
10. Excellent verbal and written communication skills.
11. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word.
12. 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.
13. 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.
