

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(TRANST DIVISION – TRANSIT CUSTOMER EXPERIENCE & INNOVATION SECTION – LOCATION – 2200 UPPER JAMES STREET)

PROJECT MANAGER, TRANSIT CUSTOMER LOYALTY

SUMMARY OF DUTIES

Reporting to the Senior Project Manager of Transit Customer Loyalty, the Project Manager of Transit Customer Loyalty plans, manages and co-ordinates customer loyalty programs, including project management, contract management, management of partnerships, customer-related data, and initiatives to maintain ridership for the City's conventional and specialized transit services.

GENERAL DUTIES

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.

Prepares specifications, terms of reference, purchase order requests and other documentation for the purchase of goods and services required for the implementation of programs and projects.

Customer Service, Retention, and Loyalty

Conduct market research, analyze information, and provide recommendations and professional.

Use a best practices approach to ensure that customer experience decisions are evidence-based and utilize research results, data, and outcomes.

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

Maintain 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 in discussions / presentations to other City departments, agencies, stakeholders, and the public. Attend various committee / Council and public meetings as required.

Innovation

Think creatively, demonstrate a passion for customer-focused thinking, 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 Senior Project Manager of Transit Customer Loyalty to ensure transit services remain relevant.

Work closely with the customer experience team to align and integrate customer attraction and retention

programs / initiatives.

Other

Ensure compliance with City policies, procedures, rules, regulations, and safe working practices.

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. 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.
3. Proven project management, business planning, quality assurance, financial management, team building, and change management experience.
4. Demonstrated experience in a customer-focused environment, with a commitment to results and continuous improvement.
5. 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.
6. Proven organizational, analytical, and problem-solving skills and the ability to work with tight deadlines and competing priorities.
7. Proven experience in business analysis, project management, performance management and continuous improvement, financial analysis, budget development, and service forecasting.
8. Excellent interpersonal, customer service, public relations, and relationship management skills with a proven track record of developing effective relationships.
9. Excellent verbal and written communication skills.
10. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word.
11. 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.
12. 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.
