

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

ENVIRONMENTAL SERVICES DIVISION – PARKS & CEMETERIES SECTION – LOCATION – 100 King Street West

SENIOR PROJECT MANAGER – PARKS OPERATIONS

SUMMARY OF DUTIES

Reporting to the Manager of Parks, provides leadership to a subordinate multi-functional workforce engaged in delivery and direction of parks design, maintenance, community outreach and operational services programs to the public and internal clients. Recommends and implements improvement strategies in the delivery of programs and services to meet mandated goals and objectives and legislative requirements.

GENERAL DUTIES

Uses a best practices approach to develop and deliver parks related programs and services through a subordinate multi-functional workforce engaged in the delivery of parks design, operational, maintenance, community outreach and other related parks services.

Ensures effective and efficient use of staff, financial and equipment resources and a customer focused, high quality and timely delivery of operational and maintenance/services in compliance with legislation and guidelines and approved budgets, contracts and policies and to ensure balanced service/price and quality.

Participates in the development and evaluation of related design, operational, maintenance and community outreach strategies to improve effectiveness and efficiency. Implements new/revised strategies, policies/procedures and monitors outcomes. Recommends and implements performance standards, training requirements and work procedures. Sets above average standards and leads by example.

Undertakes related functional and operational reviews to ensure that programs and services continue to meet resident and business needs and are delivered in a timely and cost-effective manner.

Assists with the preparation and monitoring of the Section's work plans, budgets and reports.

Analyzes and identifies how completed/existing operations/services compare to established best practice benchmarks related to services, financial and administration standards and staff performance. Recommends changes to operations and services based on comparative benchmark data.

Provides day-to-day leadership, coaching, motivation, performance management and direction to subordinate staff/contractors/consultants including scheduling, coordination, supervision and guidance as appropriate. Builds and encourages employee/contractor/consultant commitment to customer service and a high level of performance in all areas of service delivery. Develops and empowers staff through delegation of responsibilities and accountabilities, through regular coaching and feedback and by providing development opportunities and technical direction as appropriate.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required. Ensures that all employees/contractors/consultants perform work in accordance with applicable health and safety legislation and other mandated requirements and initiates/recommends corrective action as appropriate.

Develops and maintains relationships with internal and external stakeholders through the position and subordinate staff, contractors and consultants.

Provides parks program and service assistance to internal staff and/or management as required.

Leads the development, implementation, and evaluation of biodiversity initiatives, programs, and projects aimed at enhancing ecological health and sustainability within the parks system. Develops policies and strategies that support native species conservation, habitat restoration, pollinator-friendly environments, and climate resilience in park planning and maintenance.

Collaborates with environmental organizations, community groups, government agencies, and other stakeholders to enhance biodiversity efforts and ensure alignment with regional conservation goals. Engages in outreach and educational initiatives to promote biodiversity awareness among residents and park users.

Monitors and assesses the impact of biodiversity programs and projects, ensuring they align with best practices, regulatory requirements, and the City's environmental and sustainability goals. Provides recommendations for continuous improvement and integration of ecological principles into park operations and management.

Acts as the Manager of Parks in his/her absence and attends committee and other meetings as assigned. Prepares and presents related reports and presentations to senior management, committees and Council as required.

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.

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

QUALIFICATIONS

1. Proven demonstrated knowledge of the practices and theories of Parks and Open Space management normally acquired by obtaining an Environmental Sciences/Earth Science/andscape diploma or equivalent in a professional discipline pertinent to the job function plus relevant experience in landscape, and/or golf course maintenance.
2. Demonstrated knowledge of landscape maintenance and design, planning, engineering and project management theories, practices and trends to manage operational tasks including reviewing, approving and implementing work plans and project budgets.
3. Progressive experience in turf management with proven knowledge of best operational practices and theories together with a proven record in planning, designing and maintaining parks operations.
4. Proven experience in the preparation and development of capital and operating budgets and in designing and delivering customer focused programs and services.
5. Must have a thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section and a working knowledge of related corporate policies and procedures.
6. Must have a proven record of leadership and guidance, technical competence, customer focus, innovation and creativity, team advocacy, delegation and empowerment and be committed to results.
7. Demonstrated ability and experience in managing a multi-disciplinary staff in a unionized, results oriented, customer-service focused environment. Highly developed ability to lead and inspire others.
8. Demonstrated knowledge of health and safety legislation and applicable regulations as it relates to the position. Core certification training would be an asset.
9. Highly effective leadership, facilitation, written and oral communication, presentation, interpersonal, time management and organizational skills to work in a deadline driven environment.
10. Ability to deal effectively with elected officials, representatives of other levels of government, management, community groups/associations/organizations, peers, staff and the general public.

11. Must possess a valid Class "G" Driver's Licence with provision of a vehicle by the applicant for use on the job.
12. Strong conflict resolution, decision making and problem solving skills.
13. Working knowledge of computer software applications such as Microsoft Office, Hansen, MMS, PeopleSoft or equivalent.