

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(ENGINEERING SERVICES – GEOMATICS & CORRIDOR MANAGEMENT – LOCATION – 77 JAMES ST. N.)

SENIOR PROJECT MANAGER, SPECIAL UTILITY PROGRAM

SUMMARY OF DUTIES

Reporting to the Manager of Geomatics & Corridor Management, the Senior Project Manager, Corridor Management Bell Fibre Program will provide leadership to subordinate staff, in a multi-functional workforce engaged in delivery of services to the public, internal and external clients. Recommend policy and improvement strategies in the delivery of services to meet mandated goals and objectives.

The Senior Project Manager responsible for delivering The Bell Fibre Program and will create, train and manage Project manager, technicians and inspectors to delivery strategic and complex projects in order to conclude successful completion of the Bell Fibre Program.

Senior Project Manager will be accountable for ensuring the completion of the Bell Fibre Program on budget, on schedule and within scope. The position is also accountable for ensuring that the program is well coordinated with other division, department and section like Traffic Planning Services, the City of Hamilton's Street Lighting program and the Right of Way, Utility Co-ordination activities, Capital construction, PED, digital and other continuous improvement initiatives. The delivery of all the projects should be in accordance with established guidelines through effective and efficient use of financial and staff resources. Using a "best practices" approach, develop and deliver quality services in a timely and cost effective manner. Instill a customer services focus with subordinate staff in the section.

Implement strategies to improve effectiveness and efficiency. Set above average standards and leads by example. Function as a mentor to subordinate staff.

Responsible for coordinating Bell Fibre Program with the corridor management programming associated with design and capital planning projects through the direction of in house staff and consultants.

RESPONSIBILITIES

You will assume responsibility for all aspects of Bell Fibre Program including the timely delivery of full scope of program , creating of program based risk matrix, plans for coordination all program and project work within the Right of Way, utility coordination and the customer service administration for the Engineering Services Section. You will be responsible for ensuring through liaison with the various service delivery groups that the desired end product quality, quantity and timeliness is achieved to meet the growing needs of the residents and businesses of the City of Hamilton.

The Senior Project Manager, Bell Fibre Program is accountable to the Manager of Geomatics & Corridor Management and ensures that all the projects in Bell Fibre Program are provided in accordance with City and Provincial standards with minimal disruption to the public and in the most effective and efficient method possible, and in a manner consistent with the City of Hamilton Mission and Vision.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Direct and oversee the completion of regulatory compliance to the Bell Fibre Program; monitor and control program team in order to execute multiple projects in the program in an efficient manner.

Provide creative leadership and direction to subordinate staff. Promotes teamwork and integration between internal and external parties participating in cross functional and cross program initiatives.

Develop, recommend & implement short term and medium term goals & objectives and develop strategies & work plans to achieve sectional, departmental and corporate objectives in accordance with federal, provincial and

municipal legislation and following best engineering practices and principals.

Creates and controls all project management artifacts needed to effectively strategize, plan and execute on program objectives.

Develops strategy with key internal and external stakeholders and partners, create the project work plan, and monitors and controls the work per the project plans.

Direct and oversee execution of Bell Fibre Program in field, supervise inspection project managers and inspectors to execute the field work effectively in accordance to City of Hamilton Guidelines.

Be accountable for achieving section and departmental goals through effective and efficient use of financial & staff resources. Use a best practice approach to develop & deliver quality services in a timely and cost effective manner. Implement strategies to improve effectiveness & efficiency. Instil a customer service focus in all activities.

Establishing preliminary and final budgets for the project; design criteria; guidance or field supervision to full-time Project Leaders within the team as well as ongoing part-time staff such as coop students; creating an environment of teamwork and foster cooperative group effort.

Supervise staff including development of digital permit approval tool and evaluation of work performance.

Work with staff to identify career goals and development needs, and provide regular feedback

Recommend policy & improvement strategies in the delivery of services to meet mandated goals & objectives. Evaluate financial, administrative & staff performance against internal & external benchmarks.

Set above average standards & lead by example. Function as coach to subordinate staff. Possess a demonstrated record of leadership & guidance, strategic planner with technical competence, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment & staff development and be results orientated.

Oversee the planning, programming, operations & projects within the group to ensure safety, service quality, cost effectiveness & timely delivery of services, environmental & legislative compliance.

Ensure compliance with Provincial & Federal statutes & regulations & municipal by-laws & policies, with specific regard for the Occupational Health & Safety Act, Electrical Safety Authority Statutes & Regulations, Employment Standard of the Accessibility for Ontarians with Disabilities Act (AODA).

Assist the Manager in the development & monitoring of annual operating & capital budgets.

Provide leadership & coaching through consultation with an effective supervisory & administrative team.

Design implementation plans to introduce new policies, procedures, standards to subordinates within the Program & monitor the outcome.

Assist the Manager in responding to various corporate, community, provincial or federal proposals for service initiatives, changes or enhancements.

Provide professional consultation, including reports, to the Manager, Director and / or General Manager.

Act on behalf of Manager in his / her absence on departmental management team or other assignments as delegated.

Participate in strategic planning for the direction of the Bell Fibre Program

Represent the section, division, department and/or the City in formal or informal meetings with elected representatives, the public, other municipalities, technical organizations and the press. Participate in legal proceedings on behalf of the City.

Develop and empower staff through delegation of responsibilities and accountabilities, through regular feedback, and by providing development opportunities and technical direction.

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

QUALIFICATIONS

1. Extensive demonstrated knowledge and experience of engineering practices normally acquired by obtaining a degree or diploma in civil engineering or a relevant discipline or a combination of education and relevant work experience.
2. Member of or eligible for certification with Ontario Association of Certified Engineering Technicians and Technologists (OACETT) or Professional Engineers of Ontario preferred.
3. Must have previous experience leading and managing staff in an engineering related environment. Demonstrated ability to effectively manage a multi-disciplinary staff in a results oriented environment and in a predominantly unionized environment. Preference will be given to those candidates with experience in a unionized environment.
4. Must have previous project management experience with the ability to manage all aspects of large, complex projects preferably related to development or redevelopment.
5. Progressively responsible experience in the areas of accounting, budgets and information systems, including excellent knowledge of computer software applications, budget systems and other related systems.
6. Must have knowledge and experience including strong financial skills in the area of utility related to municipal projects.
7. Must possess the ability to deal with elected officials, representatives from other levels of government, management, media, contract holders, peers, staff and the general public and have experience in designing and delivering customer focused programs and services.
8. Proven knowledge of operational practices relevant to the work of the group.
9. Experience in the area of contract supervision, including specification preparation, supervision and quality control/assurance.
10. Experience in management decision making.
11. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills. Well-developed ability to work with large public groups.
12. Must possess excellent public relations, report writing, presentation skills and demonstrate the ability to lead and participate on diverse teams. Must have experience and ability in adjusting priorities, resources and budget. Prepare and report on the section's services, financial, administrative and staff performance against established benchmarks. Identify Key Performance Indicators and Continuous Improvement opportunities
13. Experience in delivering programs and services focused on the customer.
14. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section.
15. Knowledge of collective bargaining process.
16. Working knowledge of computer software applications (Microsoft Office software: Word, Excel and PowerPoint).
17. Knowledge of project management tools and techniques or Project Management Professional (PMP) designation preferred
18. Have use of Vehicle, and hold a Valid Ontario 'G' Class Driver's Licence.

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

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