

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (TRANSPORTATION OPERATIONS & MAINTENANCE DIVISION – BUSINESS INITIATIVES)

SENIOR PROJECT MANAGER BUSINESS SERVICES

Reporting to the Manager of Business Initiatives, the Senior Project Manager of Business Services provides strategic leadership to subordinate staff, in a large multi-functional work group engaged in the delivery of services to the public, internal clients and external customers. The Senior Project Manager:

Recommends policy and improvement strategies in the delivery of services to meet mandated goals and objectives.

Is accountable for establishing and achieving departmental goals and objectives through the effective and efficient use of financial and staff resources. Uses a "best practices" approach, develops and delivers quality services in a timely and cost-effective manner. Implements strategies to improve effectiveness and efficiency. Instills a customer service focus in the Section.

Evaluates, prepares and reports on the Section's, financial, administrative and staff performance against internal and external benchmarks. Sets above average standards and leads by example. Functions as coach to subordinate staff. Possesses a demonstrated record of strong leadership and guidance, technical competence, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development, and is result orientated.

RESPONSIBILITIES

Assumes accountability and responsibility for all aspects of the Business Services Section and related programs and meet the needs of internal clients and the growing needs of the residents and businesses of the City of Hamilton.

Manages projects that are of a Divisional and financial nature with a focus on Divisional objectives, and project support to high priority initiatives or programs.

You will be responsible for the strategic management of employees and programs engaged in the delivery of transportation operations, technical and contractual specification preparation, contractual parts and materials procurement, customer services, risk management, budget preparation, in year budget management, parts and materials physical inventory, Hansen and PeopleSoft operations and processing, accounts payable and accounts receivable. These programs are a key element in maintaining the economic health of the City of Hamilton.

The Senior Project Manager is accountable to the Manager of Business Initiatives for ensuring that Services and Programs are provided in accordance with City and Provincial statutes and guidelines with minimal disruption to the public and in the most effective and efficient manner consistent with the City of Hamilton Mission and Vision and Values and the Public Works Business Plan in a manner that supports and recognizes the importance of the Public Service Value Chain.

GENERAL DUTIES

In addition to direct task involvement, administers, coordinates and directs the operation and work activities within the Business Initiatives – Business Services area through effective work delegation and performance management.

Provides services and programs in compliance with Federal, Provincial and Municipal statutes, legislation and guidelines and best operational practices.

Participates in strategic planning and direction of the Business Services Section of Public Works.

Builds and encourages staff commitment to strive for a consistently high level of performance in all areas of service delivery recognizing the underlying values of the department and City. Provides leadership and coaching through consultation with an effective sectional management team.

Promotes teamwork and integration between units within the Section and with other parties participating in cross-functional and cross program initiatives.

Provides strategic business support, advice and direction to all units within Business Services.

Designs implementation plans to introduce new policies, procedures, standards, etc. to subordinates within the section and monitors outcome.

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

Manages the operations and projects within the Section to ensure service quality, cost-effective and timely delivery of services.

Assists to develop, manage, forecast and monitor financial budgets and inventory of the section.

Prepares and presents reports to the Manager, Director, General Manager, and Senior Management Team and to Council and Committees.

Assists in the preparation of current and capital budgets for the Division in accordance with established corporate and divisional procedures. Recommends future budget appropriations.

Attends public meetings to present the city's position/actions to the public, media and outside government bodies.

Ensures compliance with Provincial and Federal statutes and regulations, municipal by-laws and policies with specific regard for the Occupational Health and Safety Act and ensure environmental compliance.

Assists the Manager in responding to various corporate, community, Provincial or Federal proposals for service initiatives, changes or enhancements.

Acts on behalf of the Manager in his/her absence on divisional management team or other assignments as delegated.

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 the position.

QUALIFICATIONS

1. Proven experience and knowledge in municipal finance, inventory management, normally acquired by obtaining a College Diploma in Accounting/Municipal Finance with accreditation as a CPA CA, CPA CMA or CPA CGA with related progressive management experience or equivalent combination of education and relevant work experience.
2. Certification as a Certified Municipal Manager (CMM) an asset.
3. Experience and knowledge of Municipal Finance, Hansen and PeopleSoft financial systems, inventory management processes and systems, traffic operations parts, materials and services procurement.

4. Extensive professional level experience in business and strategic planning, financial analysis, and management practices in a public or private organization.
5. Proven knowledge of finance, accounting, budgeting, and cost control principles including General Accepted Accounting Principles.
6. Experience and knowledge in dealing with accounting systems, budgets, internal controls, business planning and asset management.
7. Extensive supervisory experience preferably in a predominately unionized environment.
8. Must be self-motivated and capable of working independently and part of a team. Must excel at planning, organizing and implementing projects.
9. Computer literacy and proficiency utilizing Microsoft Office (Word, Excel, Power Point, & Outlook) and other software programs which may be required by the Division.
10. Proven experience in managing large contracts and projects (together with capital projects), including reviewing, approving and implementing work plans and project budgets.
11. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
12. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results oriented environment and in a predominantly unionized environment.
13. Effective decision-making, negotiation, planning, project management skills.
14. Experienced in designing and delivering customer focused programs and services.
15. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
16. Labour relations and union contract and procedure expertise and knowledge of the collective bargaining process.
17. Knowledge of materials and inventory management processes and controls.
18. Knowledge and understanding of the use of the "business case" in making management decisions.
19. Must possess a valid Class "G" Driver's Licence with provision of a vehicle by the applicant for use on the job.
20. Ability to work outside regular business hours, as required.

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.
