

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT TRANSPORTATION OPERATIONS & MAINTENANCE – LOCATION – SUITE 400

SENIOR PROCESS IMPROVEMENT & QUALITY PROGRAM MANAGER

SUMMARY OF DUTIES

Reporting to the Manager of Business Initiatives, the Senior Process Improvement & Quality Program Manager will contribute to a dynamic management team of professionals. The successful candidate will act as the Divisional consultant in support of developing performance measurement, continuous improvement initiatives, quality management as well as a robust division wide operational planning regime, that is in alignment with the Public Works Department QMS, with the objective of driving change that will positively affect the performance of the Transportation Operations and Maintenance portfolio and enhance public service to the community.

GENERAL DUTIES

In collaboration with the Public Works Department Quality Management System staff, lead the development, implementation and management of a Division wide process improvement program by providing support and guidance to process owners and Divisional management through the identification of improvement-oriented initiatives and undertaking projects.

Lead the development, implementation and management of a Quality Management framework and program for the Transportation Operations and Maintenance Division.

Lead the development, implementation and management of strategic and operational planning processes within the Transportation Operations and Maintenance Division. Ensures that the divisional and departmental Quality Management initiatives are in alignment.

Coordinate and manage projects effectively and ensure they are delivered on time, on budget, and to agreed quality standards

Prepare and present reports on efficiency and effectiveness activities and plans to the Manager of Business Initiatives and Director of Transportation Operations and Maintenance.

Plan and facilitate meetings, conduct interviews, and run working sessions.

PROCESS IMPROVEMENT

Conduct process audits to document and identify opportunities for performance improvement throughout Transportation Operations and Maintenance.

Make recommendations on services, policies and programs while striving to continuously improve processes and identify opportunities for cost-reduction.

Make recommendations respecting key performance indicators important to the Division with an emphasis on dashboard style reporting.

Provide leadership and facilitate staff development in the utilization of problem solving and priority setting tools for the execution of breakthrough projects.

Provide leadership relative to quality management initiatives throughout the division acting as internal consultant for the development of documents control systems, policy development.

Use statistical analysis to identify performance trends and make recommendations for project opportunities/enhanced services based on verified data testing.

Develop strategic change management recommendations in response to identified process improvements and implementation of same.

Develop and deploy key performance indicator (KPI) metrics and ensure ongoing tracking, and implementation of corrective actions.

Participate in medium to large-sized strategic projects.

Participate in defining project scope and champion stakeholder needs; Develop comprehensive business requirements, project charters and establish key deliverables and success metrics.

Regularly communicate/interface and build strong relationships with all appropriate stakeholders and project team members.

QUALITY MANAGEMENT

Develop framework for the implementation of quality management style processes throughout the Transportation Maintenance and Operations division and ensures it is aligned with the departmental quality management processes.

Initiate and deliver a document control system.

Initiate and deliver a comprehensive operating procedures regime for the division.

Develop internal audit regime to ensure compliance with regulation and conformance with quality management framework.

OPERATIONAL PLANNING

Lead the development of a framework for annual operational planning throughout the division.

Represent the Division in collaborating with Senior Leadership within Public Works to ensure operational planning serves the purposes of the various operations across the division.

Develop reporting mechanisms to ensure operational planning is easily monitored and managed.

Mentor junior staff involved in the above initiatives to instill a culture of performance measurement, continuous improvement with open and transparent communication.

Identify, analyze, and escalate any issues, risks or changes as required.

Ensure compliance with Corporate/Division/Departmental rules, regulations, procedures, policies and safe working practices.

Perform such other duties as may be assigned, which are directly related to the normal job function.

QUALIFICATIONS

1. Considerable experience related to the duties listed above, normally acquired through the completion of a University Degree or Diploma in Engineering, Sciences, Quality Assurance, Operations Management, or related discipline. Considerable experience in performance measurement, process engineering and

managing continuous improvement initiatives. Candidates with equivalent combination of education and experience will be considered.

2. Demonstrated experience leading in an operational environment.
3. Demonstrated experience with quality management systems preferably in a leadership role.
4. Demonstrated experience developing and implementing strategic and operational plans.
5. Practical experience in process improvement using Lean Six Sigma, Lean Six Sigma certification is desired.
6. Practical experience with documents control systems.
7. Practical experience conducting audits within a quality management system.
8. Detail oriented and exceptional planning and organizational skills with the ability to manage multiple assignments.
9. Solid project management and change management skills with strong ability to design appropriate strategies to achieve desired results using the tools and phases of the project lifecycle.
10. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.
11. Excellent presentation and facilitation skills.
12. Intermediate to Advanced skills in Microsoft Applications (Word, Excel, PowerPoint, Visio, and Project).
13. A team player with excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.
14. Ability to prepare complex statistical reports and efficiency calculations.
15. Ability to analyze problems/opportunities for efficiencies and make recommendations for improvements.

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

NOTE 1:

This position(s) currently requires the incumbent(s) to use their personal vehicle(s) 3 or more times per week for City business. In accordance with the City policy, parking is provided at this time. Should the job requirement change, parking will only be provided in accordance with the City policy in force at that time

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