

CITY OF HAMILTON

LAST UPDATED: JULY 13, 2021

PUBLIC WORKS DEPARTMENT

(TRANSIT DIVISION – LOCATION – MOUNTAIN TRANSIT CENTRE, 2200 UPPER JAMES ST.)

SENIOR PROJECT MANAGER, QUALITY MANAGEMENT SYSTEM – TRANSIT SERVICES

SUMMARY OF DUTIES

Reporting to the Director, Transit, the Senior Project Manager, Quality Management System (QMS) – Transit Services 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 and legislative compliance as well as a robust division wide operational planning regime, that is in alignment with the Public Works Department QMS program, with the objective of driving change that will positively affect the performance of the Divisional portfolio and enhance public service to the community.

GENERAL DUTIES

In collaboration with the Public Works Department Quality Management System staff, leads the development, implementation and management of a Quality Management framework and program for the Transit Division.

Leads the development, implementation and management of a Division wide process and continuous improvement program by providing support and guidance to process owners and Divisional management through the identification of improvement-oriented initiatives and undertaking projects.

Leads the development, implementation and management of operational planning and compliance processes within the Transit Division. Ensures that the divisional and departmental operational and environmental compliance related initiatives are in alignment.

Leads the development, implementation and management measuring and reporting performance metrics in the Transit Division. Ensures that the divisional performance measures / KPIs are reported on applicable scorecards in a timely fashion.

Provides day-to-day leadership, coaching, motivation and direction to the QMS team including scheduling, coordination, supervision and guidance as appropriate. 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.

Utilizes project management principles to coordinate and manage projects effectively and ensure they are delivered on time, on budget, and to agreed quality standards.

Prepares and presents plans; reports on efficiency and effectiveness activities to the Director of Transit.

Plans and facilitates meetings. Conducts interviews and runs working sessions.

PROCESS AND CONTINUOUS IMPROVEMENT

Conducts process audits to document. Identifies opportunities for performance improvement throughout the Transit Division.

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

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

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

Participates in medium to large-sized strategic projects.

Regularly communicates/interfaces and builds strong relationships with all appropriate stakeholders and project team members.

Participates in defining project scope and champion stakeholder needs; Develops comprehensive business requirements, project charters and establishes key deliverables and success metrics.

PERFORMANCE MEASUREMENT

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

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

Develops and deploys key performance indicator (KPI) metrics and ensures ongoing tracking, and implementation of corrective actions.

QUALITY MANAGEMENT PROGRAM

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

Develops framework for the implementation of quality management style processes throughout the Transit Division and ensures it is aligned with the departmental quality management processes.

Initiates and delivers a document control system to ensure maintenance of the Quality Management System. Initiates and delivers a comprehensive operating procedures regime for the division.

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

OPERATIONAL PLANNING AND LEGISLATIVE COMPLIANCE

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

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

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

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

Identifies, analyzes, and escalates any issues, risks or changes as required.

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

Performs 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 College Diploma in Geography, Environmental Sciences, Quality Assurance,

Operations Management, Business Administration, Project 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 continuous and process improvement using Lean Six Sigma. Lean Six Sigma certification is preferred.
6. Practical working experience with documents control systems.
7. Practical working experience conducting audits within a quality management system.
8. Detail oriented and exceptional planning and organizational skills.
9. Demonstrated ability to manage multiple assignments.
10. 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.
11. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.
12. Excellent presentation and facilitation skills.
13. Intermediate to advanced skills in Microsoft applications (Word, Excel, PowerPoint, Visio, and Project).
14. A team player with excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.
15. Ability to prepare complex statistical reports and efficiency calculations.
16. 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.

HOURS:

35 per week

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