

# CITY OF HAMILTON

## **PUBLIC WORKS DEPARTMENT** **(OFFICE OF THE CHIEF ROAD OFFICIAL – LOCATION – 100 KING ST. W.)**

### **SENIOR PROJECT MANAGER, TRANSPORTATION SYSTEMS (CRO)**

#### **SUMMARY OF DUTIES**

Reporting to the Chief Road Official, the Senior Project Manager, Transportation System, will assume lead accountability for developing and managing processes under the Chief Road Official including: strategic planning and associated processes, continuous improvement, performance measurement, quality management as related to the development of the Transportation System Operational Plan that will drive change and enhance public service to the community.

Recommends policy and improvement strategies in the delivery of the services to meet mandated goals and objectives and evaluates financial, administrative and performance.

#### **RESPONSIBILITIES**

The Senior Project Manager will assume responsibility for the delivery of various technical, research, coordination, and project management duties related to the development of a Transportation System Operational Plan to meet the growing needs of the residents and businesses of the City of Hamilton.

#### **GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)**

Responsible for developing, maintaining, administration, and management of policies, process and procedures to support the transportation system under the Chief Road Official.

Leads projects under the purview of the Chief Road Official from planning to implementation and ensures coordination through the responsible Managers and Sections across Public Works within the context of the transportation system.

Maintains appropriate documentation which clearly illustrates project progress and success at completion.

Coordinates and manages projects effectively and ensures they are delivered on time, on budget, and to agreed quality standards.

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

Identifies and mitigates project delivery, schedule, and operational risks.

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

Coordinates the monitoring and analysis of performance metrics to support the transportation system management system under the Chief Road Official and to ensure that work plan objectives are being achieved.

Promotes teamwork and integration within the Division, with other Divisions, other Departments and other parties participating in cross-functional and cross-program initiatives to facilitate interdepartmental co-ordination of capital project initiatives.

#### **QUALITY MANAGEMENT**

Leads the development, implementation and management of a Quality Management framework and program for the

transportation system within the City of Hamilton

Provides leadership relative to quality management initiatives through the Chief Road Official's Office acting as internal consultant for the development of documents and policy development.

Develops a framework for the implementation of quality management style processes.

Maintains appropriate documentation which clearly illustrates project progress and success at completion.

Initiates and delivers a comprehensive operating procedures regime for the Office of the Chief Road Official.

### **OPERATIONAL PLANNING**

Represents the Chief Road Official's office in collaborating with Senior Leadership within the City of Hamilton to ensure operational planning serves the purposes of the various operations across the transportation system.

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.

Participates in status meetings, reports on status, and communicates status as appropriate.

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.

Responsible for the supporting the development and coordination of the State of the Transportation System annual report for the Chief Road Official. Keeps abreast of emerging trends and makes appropriate recommendations.

Participates in external communication and consultation processes by: attending or chairing various technical ad-hoc committees, and public meetings as required, acting as transportation system technical expert and providing representation or comments as required to regional police, municipal staff and community groups, receiving and answering inquiries from staff, other departments, public, elected officials, contractors, lawyers, etc.

Promotes teamwork and integration between groups within the transportation system and with other parties participating in cross-functional and cross-program initiatives.

Provides professional consultation, including reports, to the Chief Road Official.

The Senior Project Manager is accountable to the Chief Road Official for ensuring that the transportation system policies and procedures are consistent with the City of Hamilton Mission and Vision.

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

### **QUALIFICATIONS**

1. Post-secondary education in Civil Engineering or Transportation Engineering, Business or Public Policy, through completion of a degree. Proven experience and knowledge in transportation operations, roadway design, roadway maintenance, construction, asset management, capital budgeting and transportation best practices.
2. Demonstrated experience with quality management systems preferably in a leadership role.

3. Demonstrated experience developing and implementing strategic and operational plans.
4. Certification as Professional Traffic Operations Engineer (PTOE), Project Management Professional (PMP) and/or Certified Road Supervisor (CRS) would be an asset.
5. Demonstrated experience in project management, preferably in a municipal environment.
6. Knowledge of technical, engineering, operations and maintenance practices relevant to the work as part of the team responsible for developing a Transportation System Operational plan.
7. Demonstrated progressive supervisory skills and knowledge and understanding of the use of the “business case” in making decisions.
8. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
9. Demonstrated ability to effectively manage a multi-disciplinary staff in a results-oriented environment and in a predominantly unionized environment.
10. Experience in delivering programs and services focused on the customer.
11. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
12. The Senior Project Manager will possess a demonstrated record of strong leadership, technical competence, customer focus, innovation/creativity, team advocacy and is committed to results. The incumbent will be an excellent communicator.
13. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the division.
14. Intermediate to Advanced skills in Microsoft Applications (Word, Excel, PowerPoint, Visio, and Project).
15. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
16. Knowledge of collective bargaining process.
17. Working knowledge of computer software applications.
18. Valid Ontario ‘G’ Class Driver’s License.

**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.**

\*\*\*\*\*