

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

TRANSIT DIVISION- ACCESSIBLE TRANSPORTATION SECTION

LOCATION – 2200 UPPER JAMES ST.

PROJECT MANAGER, CONTRACTS AND VENDOR PERFORMANCE

SUMMARY OF DUTIES

Reporting to the Senior Project Manager, Specialized Transit, the Project Manager, Contracts and Vendor Performance will work closely with staff and contractors engaged in the delivery of specialized transit services for persons with disabilities. This Project Manager will oversee the issuance of contracts in support of the operational needs of the Accessible Transportation Services section. Using a best practices approach and with a focus on customer service, they will ensure contractors deliver quality services in a timely and cost-effective manner and will support the Accessible Transportation Services section to take appropriate corrective action where such delivery is lacking. With a high level of personal integrity, they will set above average standards and lead by example with technical competence, customer focus, innovation/ creativity, team advocacy, and commitment to results.

GENERAL DUTIES

Accountable for ensuring that contractor-delivered specialized transit services are delivered in accordance with all relevant policy and legislation, including but not limited to the Accessibility for Ontarians with Disabilities Act, the Highway Traffic Act, relevant City of Hamilton bylaws and policies, and Transit policies.

Assist the Senior Project Manager to determine short- and long-term contract management strategy providing input on items including but not limited to budget, risk management, legislative and policy compliance, and contract non-conformance issues.

Ensure effective and efficient use of resources used to procure contracts for the delivery of high quality and timely specialized transit services in compliance with Federal, Provincial and Municipal legislation and guidelines with approved budgets, contracts, and policies and to ensure balanced service/price/quality.

Accountable for establishing quality control and vendor performance Key Performance Indicators and for tracking contract, policy, and legislative compliance items, including but not limited to vehicle maintenance records, Operator training records, invoices, risk management incident reports, and related supporting documentation.

Using project management best practices as follows, implement strategies to improve effectiveness and efficiency, undertake vendor performance activities as required and monitor program performance for contracted services consistent with legislative standards and City of Hamilton procedures:

- Development of terms of reference including defining project scope;
- Identification of project risks and develops strategies to minimize potential impacts;
- Identification of project tasks;
- Estimation of costs;
- Development of project schedules;

- Identification of milestones and budget;
- Identification of project resources and skill requirements; and,
- Allocation of financial resources to project tasks.

Ensure that instances of serious contract non-conformance are reported to the Senior Project Manager promptly for escalation to upper management as required.

Accountable to formulate vendor performance reports, updates, and presentations.

Assist in the preparation of Request for Quotes/ Proposals/ Tenders for various works related to the delivery of specialized transit or accessible conventional transit, for the administration of the procurement process in accordance with the City's Procurement Policy and, where applicable, in conjunction with the City's Procurement Division. Maintain strong working relationship with City Procurement, Risk Management, and Legal Services.

Provide technical expertise and direction to other sections within the Transit Division where services to persons with disabilities overlap.

Work closely with other Transit sections and other City departments to ensure contractor legislative and policy compliance, especially for any services provided to ATS customers that are integrated with the conventional HSR service.

Receive and answer enquiries from staff, consultants, vendors, other City departments, and other municipalities.

Liaise with senior staff and elected officials as needed.

Undertake duties and work 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.

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

Required to work during labour disputes or other work stoppages and to perform a variety of added duties during these events.

QUALIFICATIONS

1. Demonstrated competence in business and contract administration, normally acquired by attaining a degree in business administration/management or any combination of education, training and experience deemed equivalent.
2. Proven municipal government experience directly related to customer-focused public service delivery, preferably in the public transit field, with a demonstrated understanding of the interface between Staff and Council.
3. Proven organizational, analytical, and problem-solving skills and ability to work with very tight deadlines and competing priorities.
4. Previous experience managing large contracts and projects, including reviewing, approving, and implementing work plans and project budgets.
5. A demonstrated thorough knowledge and understanding of statutes, regulations and by-laws affecting the position, including but not limited to the City of Hamilton Procurement Bylaw, the Highway Traffic Act, the Personal Health Information Protection Act, the Municipal Freedom of Information and Protection of Privacy Act, the Accessibility for Ontarians with Disabilities Act.

6. Considerable project management experience, preferably related to contract management in a municipal environment. Project Management Professional (PMP) designation would be an asset.
7. Demonstrated knowledge of the Occupational Health and Safety Act and applicable regulations as it relates to the position.
8. Highly effective written and oral communication, presentation, interpersonal and organization skills.
9. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel, and Word. Microsoft Project and web-based applications an asset.
10. Working knowledge of Quality Management Systems computer software applications such as Intelex or equivalent.
11. Working knowledge of Trapeze or other transit delivery software an asset.
12. Demonstrated record of leadership, guidance, technical competence, customer focus, innovation/creativity, team advocacy, empowerment, and commitment to results.
13. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff, and the public.
14. Experienced in developing and delivering customer-focused programs and services.