

## CITY OF HAMILTON

**PUBLIC WORKS DEPARTMENT**  
**(HAMILTON WATER DIVISION – CUSTOMER SERVICE & COMMUNITY OUTREACH – LOCATION – 330 WENTWORTH ST. N.)**

**PROJECT MANAGER, OUTREACH & EDUCATION – CUPE 1041**

**SUMMARY OF DUTIES**

Reporting to the Senior Project Manager, Conservation & Education. Responsible for developing and implementing comprehensive Hamilton Water community outreach programs, strategies, public education activities and educational materials for residential, industrial and commercial customers in the City of Hamilton.

**GENERAL DUTIES**

Initiates, oversees, develops and implements outreach strategies, public education activities and educational materials which support all Hamilton Water programs, special events and environmental issues in the water and wastewater industry.

Researches, writes and/or edits reports for Council, fact sheets, program promotional material and other internal and external correspondence.

This position is responsible for overseeing the development and implementation of water issue educational materials through partnerships, consultants and cross departmental staff.

Prepares specifications, terms of reference, purchase orders requests and other documentation for the purchase of goods and services required for the implementation of programs and projects.

Interprets and ensures compliance with municipal and departmental policies and procedures such as Beyond Compliance Operating System (BCOS) and various specific by-laws.

Interprets and ensures compliance with the Occupational Health and Safety Act, W.H.M.I.S., applicable Provincial/Federal Act/Standards and Union Agreements.

Develops, implements and evaluates area work plans, reporting on the section's program, financial and staff performance against internal and external benchmarks. Designs and implements strategies to improve the effectiveness and efficiency of meeting community needs, based on research, demographics and trends.

Responsible for the co-ordination, preparation and monitoring of annual budget for area of responsibility. Provides administration and effective cost control of the allocated current and capital budget through utilization of performance standards, specifications, work program and procedures, monitoring of cost control reports and statistical data.

Provides input on the development and evolution of performance standards ensuring identified outcomes are met.

Ensures staff performs efficiently and in harmony to provide a high level of service to a defined area.

Plans, supervises and co-ordinates daily activities by delegating and assigning work to project staff ensuring maximum utilization of human resources. Provides support and guidance for staff development as required.

Develops and clearly communicate operational and administrative expectations to achieve project goals and objectives.

Responds to complaints and inquiries in a timely and professional manner by investigating, evaluating and implementing solutions and prepares written reports to citizens and members of Council.

Keeps abreast of amendments to legislation and trends in the profession.

Approves the purchase of materials and supplies within budget guidelines and within the approved authorized limited.

Establishes and maintains an effective network of communication between senior management and subordinate staff, various public/private sector agencies, user groups, constituents, city departments and other levels of government.

Ensures that the Hamilton Water website as well as any social media is maintained, relevant and current.

Ensures that all staff receives adequate and pertinent safety and technical training in order that work is performed in a safe and productive manner.

Serves on various internal and external committees.

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. Proven knowledge of the theories and practices of communications and marketing, usually acquired by obtaining a diploma or a degree in Public Relations, Journalism, Marketing, Special Event Planning or a related discipline or a combination of related education and relevant work experience.
2. Must have proven superior written, oral and visual communication, graphic design and presentation skills.
3. Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development, and is results orientated.
4. Demonstrated ability to research, develop and edit a variety of communication methods including reports, fact sheets, program promotional material, etc.
5. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
6. Experience in designing and delivering customer focused programs, materials and services.
7. Competent administrative and budgeting ability.
8. Demonstrated ability to produce results on short notice and limited resources
9. Strong project management and organizational skills gained through extensive practical experience.
10. Demonstrated experience using relevant computer software applications - such as databases, i.e. Hansen; desktop publishing software, i.e. Microsoft Office Suite, , Adobe InDesign, Photo Shop and Esri or related GIS system.
11. Priority will be given to previous experience related to communications or marketing in the water and wastewater or environmental education industries.
12. Must possess a valid Class "G" driver's licence.
13. Must be able to work evenings and weekends depending on the project circumstances.

**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.**

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