

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(HAMILTON WATER – CUSTOMER SERVICE & COMMUNITY OUTREACH - LOCATION – 330 WENTWORTH ST. N.)

PROJECT MANAGER, SERVICE COORDINATION – CUPE 1041

OVERVIEW

Reporting to the Superintendent, Service Coordination, manages specific corporate, departmental and sectional projects and investigations, seeking new methods, systems or techniques to support continuous improvement in the delivery of services to the City and to the public.

This position will be primarily responsible for the management of the City of Hamilton's Advance Metering Infrastructure (AMI) Project which will introduce smart water meters to its citizens. This will be a multi-million dollar project that will affect all of the City's Well Based Communities as well as all its Industrial, Commercial, and Institutional (ICI) Customers.

Accountable for ensuring that project management is delivered through the effective and efficient use of financial and staff resources. Uses a "best practices" approach in delivering quality services in a timely and cost-effective manner. Acts on and instills a customer service focus in Project Management and Continuous Improvement activities.

Responsible for managing projects in a variety of staff resource configurations ranging from individual work to leadership of cross-departmental work teams, exercising leadership, guidance, technical competence, innovative problem-solving and the achievement of results in all such settings.

Possesses a high level of personal integrity and is an excellent communicator.

RESPONSIBILITIES

You will assume responsibility for project management services for specific project or investigative assignments to meet the changing needs of the residents and businesses of the City of Hamilton. This will include identifying and participating in continuous improvement opportunities.

The Project Manager is accountable for ensuring that assigned project management, research and/or analysis is delivered with due consideration to the management of risk, in accordance with City and Provincial guidelines and in the most effective and efficient manner.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Manage specific corporate, departmental divisional and sectional projects, investigations and Continuous Improvement activities such as:

- Developing programs, and tools to help improve service delivery and or increase efficiency
- Performing statistical analysis related to meter maintenance, repair and replacement
- Identifying problem areas
- Performing research, preparing reports and presentations
- Leading project solution and implementation teams

Ensure timely, cost effective results in compliance with corporate and legislative requirements.

Is results oriented and persistent in ensuring objectives are accomplished.

Manage the administrative components of assigned projects including monitoring and control of budget expenditures, project documentation and record keeping.

Promote teamwork and integration between internal and external parties participating in cross-functional and cross-program initiatives.

Consult or undertake liaison with Municipal, Provincial, and Federal government agencies as well as with other public and private sector groups relevant to assigned projects and investigations.

Report regularly on the status of projects, tasks, staff performance, fiscal status and overall benefits of project activities to the Superintendent of Service Coordination.

Develop and deploy key performance indicator (KPI) metrics related to each project and ensures ongoing tracking

Maintain appropriate documentation that clearly illustrates project progress and success at completion

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

Prepare reports of research and/or project findings including action recommendations for senior management and/or Council.

Assist in preparing oral and written presentations to management on results and recommendations.

Attend public meetings and may be asked to present the City's position/actions to the public, media and outside government bodies.

Perform other duties as assigned which are directly related to the normal functions of the job.

QUALIFICATIONS

1. Proven knowledge of the theories and practices related to project management and continuous improvement normally acquired by attaining a Degree or Diploma in a related discipline, or a professional certification in Quality Management, or an equivalent combination of education and progressive work experience related to the duties above.
2. Experience in delivering projects related to Water Metering and Advanced Metering Infrastructure (AMI) preferred.
3. Demonstrated experience in leading and managing large complex projects and sizeable teams.
4. Demonstrated experience in managing projects with substantial budgets.
5. Demonstrated experience in directly overseeing contractors and/or consultants including managing payment of invoices as well as managing and reporting on the project budget.
6. Demonstrated experience managing multiple projects at the same time.
7. Member in the Project Management Institute as a Project Management Professional (PMP) is preferred.
8. Demonstrated practical experience with a formal process improvement methodology such as Lean, Six Sigma, Total Quality Management, Theory of Constraints, Cause & Effect, etc. required
9. Lean Six Sigma Certification (Green Belt or higher) is preferred

10. Ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem resolution.
11. Demonstrated experience in researching, developing and proposing creative solutions to operational needs or process improvements
12. Must have above average analytical and problem solving skills.
13. Significant experience in developing, writing and delivering reports and presentations for senior management and/or the public.
14. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
15. Must possess excellent verbal and written communication, presentation, interpersonal, and organizational skills.
16. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
17. Working knowledge and understanding of statutes, regulations and by-laws affecting the department/section.
18. Must possess intermediate level knowledge of Word, Excel, Outlook, Power Point, Microsoft Project (or similar project management software).

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