

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT **(HAMILTON WATER DIVISION – LOCATION – 100 KING STREET WEST)**

SUPERVISOR, PROJECT MANAGEMENT OFFICE

SUMMARY OF DUTIES

Reporting to the Director, Hamilton Water, the Supervisor, Project Management Office provides expert support and guidance for the development, management and administration of the Project Management Office which supports the capital works program within the Planning & Capital, Woodward Upgrades, Stormwater Management, and Plant Maintenance & Technical Services Sections within the Hamilton Water Division ('Program'). The Supervisor, Project Management Office, develops and implements relevant procedures, protocols and templates, provides guidance and supervision to staff and directs and monitors their output and overall performance.

The Supervisor, Project Management Office provides the leadership, expertise and manages the process for the development and execution of requests for proposals (RFPs), requests for quotations (RFQs), invitations to bid (ITBs) and other procurement initiatives. The Supervisor, Project Management Office will also define and facilitate communication between Project Managers within Hamilton Water and Corporate Services in order to ensure that products and services are delivered according to plan, City Policy, PMO procedures and within budget. The Supervisor, Project Management Office provides the leadership, business understanding, knowledge and advice, contributing to the design of and implementation of the standards, methods, practices and policies governing the acquisition of water and wastewater products and services.

General Duties

Participate in the development and execution of a strategy for a best-in-class Project Management Office.

Develop and execute a Project Management methodology to plan, manage and execute all Hamilton Water capital works program initiatives.

Act as single point-of-contact for the Hamilton Water capital works program to the City's Corporate Services Division. Develop positive relationships with representatives of Procurement, Legal, Corporate Finance, Risk Management and Public Works to facilitate program activities.

Continuously monitor and report on progress of the Hamilton Water capital works program to all stakeholders. Communicate progress on regularly defined intervals to Sectional team members and management.

Implement and maintain project charters for all supported programs to ensure accuracy through the life of all projects, maintain processes to ensure project/program documentation. Reports and plans are relevant, accurate and complete.

Maintain the current Water Asset Tracking System (WATSN) database for project reporting that incorporates project charters and relevant expenditure information to produce on-demand reports for use by Senior Management and project teams.

Develop and present a Sectional Annual Report for the Project Management Office each year to summarize performance and establish long term planning objectives. Incorporate feedback into the Sectional planning exercises.

Process Requests for Information (RFIs), Requests for Proposal (RFPs), Purchase Order Requisitions, and all required contract documents from various project managers through to Corporate Services while ensuring all relevant policies and procedures are adhered to.

Develops and maintains standardized templates including re-usable content for RFPs, RFIs and other requests for services and/or products that are routinely issued.

Monitors and interprets data relevant to programs to assist with priority setting, Program implementation and evaluation.

Monitors and reports on status of issued and 'in process' RFPs, RFTs, RFQs and purchase agreements, escalating delivery problems as necessary to minimize impact to project schedules.

Provides direction and leadership to staff including daily supervision, scheduling, skills development and disciplinary actions.

Schedules and assigns work to staff.

Administering the Project Management Office document SharePoint and associated procedures including adding new sub sites for new projects using existing templates and updates where required; adding users and groups, libraries, lists, and views as required.

Conducts staff performance reviews, coaches, skills development and management of overall performance.

Involved in the hiring process and conducts interviews, prepares candidate exams and actively participates in selection process.

Monitors budgetary accounts in accordance with established corporate policies and procedures.

Support the coordination of the annual Rates Capital Budget validation and submission process to ensure compliance with Corporate Finance deadlines and requirements. Provide high level budget analysis and interpretation to support the process each year.

Assists in developing section goals, work plans and objectives by participating in strategic planning sessions.

Conceives, develops, and delivers techniques, practices, and procedures for contract formation and administration in a manner that best protects the City's interests.

Manages and controls contractual documents with staff. Coordinates contract activities, including contract development, negotiation, changes and roll-out with the Corporate Services Department.

Defines, implements and maintains change control processes and procedures.

Contract administration form review, tracking and preparation of letters (change orders, substantial performance, final certificates, vendor performance).

Roster tracking (maintaining spreadsheets; providing information as requested; maintaining copies of assignments awarded).

Warranty period tracking (maintaining spreadsheet; tracking warranty period expiry dates; notifying project managers of upcoming warranty expiries).

Participate in disciplinary process including making and executing appropriate disciplinary sanction to employees in the CUPE bargaining units when required.

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

Negotiates terms, non-disclosure agreements, and other related issues with consultants, contractors, freelancers, and other third-party agents in collaboration with Finance and Purchasing.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies or procedures.

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

QUALIFICATIONS

1. Post-secondary education in Business Administration, Procurement, Program Management or related discipline or an equivalent combination of education and relevant business experience.
2. Considerable and relevant experience in public sector procurement processes, with preference for water and wastewater-related RFP and Construction Tender procurement including knowledge of the *Construction Act*.
3. Understanding of City of Hamilton procurement policies and processes is an asset.
4. Possesses a demonstrated record of strong leadership, team advocacy, and client service focus with the ability to effectively lead a multi-disciplinary team with the ability to motivate and develop team members.
5. Well developed planning and organizational skills, with developed innovative and problem-solving skills.
6. Knowledge of program and project management fundamentals including PMBOK Project Management principles and best practices.
7. Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in pressure situations.
8. Experience working in a team-oriented, collaborative environment.
9. Exposure to business theory, business processes, management, budgeting, and business office operations.
10. Demonstrated knowledge and experience with PeopleSoft would be an asset.
11. Must have intermediate knowledge and experience with Microsoft Word, Excel, Powerpoint and Visio, sufficient to manipulate data, create and write basic reports, and develop presentations. Knowledge of PowerBI is an asset.
12. Proven analytical and problem-solving abilities.
13. Strong interpersonal, written, and oral communication skills