

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

(TRANSPORTATION OPERATIONS AND MAINTENANCE DIVISION- LOCATION – 330 Wentworth Street)

### SENIOR PROJECT MANAGER, OPERATIONS SYSTEMS

#### SUMMARY OF DUTIES

Reporting to the Manager of Transportation Operations, the Senior Project Manager, Traffic Safety Engineering, will be an integral part of the Traffic team. This highly motivated individual will provide leadership to a work group engaged in the delivery of technical and administrative services to the public, internal clients and external customers. The successful applicant will:

Be accountable for achieving departmental goals and objectives through the effective and efficient use of financial and staff resources. Use a "best practices" approach, develop and deliver quality services in a timely and cost effective manner. Implement strategies to improve effectiveness and efficiency.

Instill a customer service focus in all activities. Attain and maintain currency with evolving standards and community trends.

Recommend policy and improvement strategies in the delivery of services to meet mandated goals and objectives. Evaluate financial, administrative and staff performance against internal and external benchmarks.

Deliver technical information to a lay audience.

Set above average standards and lead by example. Function as coach to subordinate staff.

Possess a demonstrated record of leadership and guidance, time management skills, technical competence, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development, and be results orientated.

Possess a high level of personal integrity.

#### RESPONSIBILITIES

You will assume responsibility for all aspects of Community Traffic Services and Traffic Safety Engineering and coordination of the range of duties associated with traffic engineering, planning, roadway signing and pavement markings. You will be directly responsible for reviewing/assigning tasks to staff involved in Community Traffic & Traffic Safety Engineering including but not limited to, transportation/traffic planning, development proposals, motor vehicle collision system operation; collision reduction program; response to neighbourhood traffic issues; traffic calming; bicycle facility design and special projects; and traffic input to the roadway construction process. You will be responsible for ensuring through liaison with the various service delivery groups that the desired end product quality, quantity and timeliness is achieved. This program is vital to maintaining the safety and mobility for the residents and businesses of the City of Hamilton and plays a key role in ensuring new developments maintain a high standard of safety and mobility for the residents and businesses of the City.

The Senior Project Manager, is accountable to the Superintendent of Traffic Engineering for ensuring that the Community Traffic and Traffic Safety Engineering programs are provided in accordance with City and Provincial guidelines, in the most effective and efficient method possible, and in a manner consistent with the City of Hamilton Mission and Vision.

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

## **Job Description NO.: A9453**

Manage the operations and projects within the group to ensure safety, service quality, cost-effective and timely delivery of services, and environmental and legislative compliance.

Ensure compliance with Provincial and Federal statutes and regulations and municipal by-laws and policies, with specific regard for the Occupational Health and Safety Act.

Assist in the development and monitoring of annual operating and capital budgets.

Continually investigate alternate techniques and technologies to ensure the optimum methods are being utilized.

Design new policies, procedures and standards and monitor outcome.

Manage equipment specification and evaluation processes.

Manage external consultant or installation & Service contracts.

Participate in strategic planning for the direction of the section.

Attend public meetings to present the City's position/actions to the public, media and outside government bodies. Respond to members of the public, elected representatives and other agencies verbally, electronically and in writing. Represent the group, section, division, department and/or the City in formal or informal meetings with elected representatives, the public, police, other municipalities, technical organizations and the press. Participate in legal proceedings on behalf of the City.

Provide leadership and coaching through consultation with an effective supervisory and administrative team.

Develop and empower staff through delegation of responsibilities and accountabilities, through regular feedback, and by providing development opportunities and technical direction.

Promote teamwork and integration between groups within the section and with other parties participating in cross-functional and cross-program initiatives.

Assist the Superintendent in responding to various corporate, community, Provincial or Federal proposals for service initiatives, changes or enhancements.

Provide professional consultation, including reports, to Management staff.

Act on behalf of Superintendent in his/her absence on departmental management team or other assignments as delegated.

### **QUALIFICATIONS**

1. Demonstrated knowledge and experience in a transportation/traffic engineering environment normally acquired by attaining a diploma or degree in civil or traffic engineering or a relevant discipline or a combination of education and relevant work experience.
2. C.E.T. designation required
3. Formal management training with experience in a supervisory role.
4. Demonstrated capability to manage all aspects of large, complex projects.
5. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills. Well developed ability to work with large public groups.
6. Demonstrated ability to effectively manage a multi-disciplinary staff in a results oriented environment and in a predominantly unionized environment.

**Job Description NO.: A9453**

7. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
8. Experience and knowledge in the area of contract supervision, including specification preparation, supervision and quality control/assurance.
9. Experience in management decision making.
10. Proven knowledge of operational practices relevant to the work of the group.
11. Experience in delivering programs and services focused on the customer.
12. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section.
13. Knowledge of collective bargaining process.
14. Working knowledge of computer software applications.
15. Valid Ontario 'G' Class Driver's Licence.

**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**

\*\*\*\*\*