

Job Title: Senior Project Manager, Transit Marketing

Requisition ID: 1499

Department: Transit Services Department

Service: Transit Customer Systems & Planning Service

Branch: Transit Information & Marketing Branch

Employment Type: 1 Full-time Temporary Position (up to 15 months)

Work Hours: 35.00/hours per week

Affiliation: MPE

Salary Information: \$84,020.30 - \$106,260.70 annually (2019 rates of pay)

Location: Transit Service, 1500 St.Laurent

City: Ottawa, ON

Job Category: Transportation; Management

Application Close: 01/02/2022

JOB SUMMARY

The Senior Project Manager serves as the department's specialist for major transit marketing projects and development work and is responsible and accountable for organizing, directing, coordinating, and supervising the implementation of solutions.

The projects are highly complex; of million-dollar value; may have a high profile with the public; are a departmental /corporate priority; may involve significant risk; are often composed of several sub-projects; may be specially assigned in response to new challenges and may extend over multiple years.

These projects include:

- transit marketing strategic planning;
- marketing plan development and implementation;
- special assignments of strategic departmental/corporate importance; and,
- other related complex, unique projects.

The Senior Project Manager provides consulting services to the department and the branch in the areas of project management, business analysis, process review, and the implementation of new marketing strategies, campaigns, and development work in support of departmental and corporate priorities.

The Senior Project Manager leads project teams through contracted service providers, consultants or assigned teams of staff. Under their delegated authority, the Senior Project Manager is responsible for all phases of project delivery from project inception through tendering/consultant selection/award, assembling of project teams, project implementation, monitoring, tracking and reporting on project status, vetting all project expenditures, and presenting completed results. Once the projects and plans are complete, the incumbent is responsible for ongoing monitoring of the implementation and public reaction to marketing plans, and evaluation of the effectiveness of campaigns in order to inform future work.

The Senior Project Manager directs the implementation of project strategies, and project work, and manages the financial and human resources related/assigned to the project. The incumbents participate in the hiring of internal and external consultants by preparing Request for Proposal, Statement of Work.

EDUCATION AND EXPERIENCE

Completion of 4 year university degree in Engineering, Architecture, Public Administration, Business Administration, Management Information Systems or related field which includes a concentration in project planning and management.

Minimum of 7 years of progressively responsible experience in the management of complex transportation-related projects, business analysis, and project/policy development, including directly related experience managing project human resources, including external consultants, and working with project budgets/financial processes.

CERTIFICATIONS AND LICENCES

Project Management Professional (PMP) or equivalent

KNOWLEDGE

- Knowledge of the issues/principles involved in the provision of large IT projects, knowledge of transit operations and trends
- Will need to understand how various transit operating processes and customer/vehicle data collection systems/processes impact transit planning, transit operations, transit revenue, and client service processes
- Possess an understanding of asset acquisition/lifecycle management of major transit assets, programs and processes (e.g. IT systems, automated systems, messaging/communications systems, lifecycle planning, construction/renovation of major capital assets)
- Business process re-engineering and business improvement techniques
- Principles of project management, including cost containment/control and reporting; cost benefit analysis and techniques
- Process for developing Request for Qualifications & Requests for Proposals, including acceptance, review and selection of consultants
- Software testing methodologies and tools
- Supply management and procurement processes including, but not limited to processes for developing RFPs/RFSOs/RFQs, tendering , contracting work and oversight of consultants
- Knowledge of project design, development, implementation, and evaluation methods/techniques
- Protocols for developing submissions, briefings, major reports
- Processes for preparing project and division budgets
- Must possess the training, experience and knowledge to organize the work and its performance.
- Must be familiar with all applicable health and safety legislation, have knowledge of any potential or actual danger to health or safety in the work place, and have knowledge of appropriate actions to be taken in order to ensure the health and safety of staff in accordance with applicable legislation and City policies and procedures.

COMPETENCIES, SKILLS AND ABILITIES

- Proven ability to work independently, with minimum supervision, and collaboratively with all staff as part of a team
- Able to supervise, lead, coach, support, train and motivate staff, integrate the work of external consultants, coordinate/assign work, provide direct supervision to others, build teams and manage work quality, scheduling and completion in a complex, unionized fast-paced customer support work environment
- Possess organizational skills and flexibility to plan, initiate, organize and prioritize own work and that of others, and to deal effectively with multiple demands, conflicting priorities, pressures and deadlines
- Able to think and plan strategically
- Possess strong research, analytical, and problem solving skills
- Able to manage concurrent complex, multi-million dollar and often highly sensitive projects and bring the projects to completion according to schedule and within budget.
- Able to manage activities of technical and non-technical staff, and consultants, and to co-ordinate activities with others
- Able to prepare RFQ's and RFP's, and to review, analyze and recommend acceptance of proposals from consultants
- Able to deal with sensitive and/or confidential work situations
- Able to work collaboratively, and influence others to bring conflicting points of view to consensus
- Possess computer literacy in MS Office Suite in a Windows environment, including use of the Intra- and Internet
- Skilled in the use of complex, advanced computer applications
- Possess excellent interpersonal, communication, and report writing skills
- Possess presentation skills to present information to internal/external audiences
- Thorough, self-motivated and reliable
- Organized, analytical and attentive to detail
- Intuitive, innovative, and enthusiastic
- Innovative and able to demonstrate a results-oriented approach to problem solving
- Exhibit tact, discretion and sound judgment
- Possess a work record of good attendance and job performance
- Reinforce a positive client service attitude and handle crisis & contentious issues and situations calmly

WHAT YOU NEED TO KNOW

- Language Requirement: English oral, reading, writing
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.

- Please save a copy of the job poster. Once the closing date has passed, it will no longer be available.

We wish to thank all applicants for their interest and effort in applying for this position. Only candidates selected for interviews will be contacted. The City of Ottawa promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, Aboriginal peoples and persons of all races, ethnic origins, religions, abilities, sexual orientations, and gender identities and expressions.

The City of Ottawa provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted to proceed to the selection process, please advise us if you require any accommodation.

The City of Ottawa has a Mandatory Vaccination Policy which requires all employees to be fully vaccinated against COVID-19 and provide proof of vaccination as a condition of employment.

Accessible formats and communication supports are available upon request. Please contact the HR Service Centre at 613-580-2424, extension 47411.