



## **CORPORATION OF THE COUNTY OF MIDDLESEX POSITION DESCRIPTION**

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| <b>TITLE:</b>                | Community Transportation & Special Projects Manager |
| <b>DEPARTMENT:</b>           | Community Services                                  |
| <b>REPORTS TO:</b>           | General Manager of Finance and Community Services   |
| <b>POSITIONS SUPERVISED:</b> | N/A   |
| <b>EFFECTIVE DATE:</b>       | July 2022   |

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### **POSITION SUMMARY**

The Community Transportation & Special Projects Manager is responsible for managing the community transit program (Middlesex County Connect). The Community Transportation & Special Projects Manager will implement and maintain policies, programs and initiatives for the operation of the Middlesex County Connect transit program, including routes, schedules, demand forecasting, marketing, analyse and evaluate transit related activities.

The Community Transportation & Special Projects Manager is accountable for ensuring that the Middlesex County Connect transit project is delivered with consideration to the identification and control of the project scope, schedule, costs and the management of associated risks. The Community Transportation & Special Projects Manager provides leadership, guidance, technical competence, innovative problem solving and achieves results through effective teamwork. This position will involve a high degree of partner engagement.

### **PRINCIPAL DUTIES & RESPONSIBILITIES**

1. Plans and manages the ongoing implementation and development of the Middlesex County Connect transit program.
2. Leads the implementation and maintenance of policies, programs and initiatives for the operation of the Middlesex County Connect transit program, including routes, schedules, demand forecasting, marketing, analyse and evaluate transit related activities.
3. Prepares the project plan and project resource planning along with the following:
  - a) identification of projects tasks;
  - b) estimated costs and budget;
  - c) project schedules and milestones;
  - d) identification of project resources, as required;
  - e) coordinating and assigning work to internal or external human resources, as required.

4. Promotes teamwork and provides leadership and direction to cross-functional teams by providing clearly defined goals and objectives; advice to staff on project issues and problem resolution (internal and external).
5. Manages, assigns, coordinates, advises and reviews the work of the project team members.
6. Develops, edits and reviews a variety of communications, presentations, process flows, reports and other project materials.
7. Maintains regular communication with key internal staff and stakeholders on the progress of projects.
8. Leads, facilitates and coordinates meetings and partnerships with key stakeholders and community groups to ensure ongoing engagement.
9. Liaisons with both internal and external key stakeholders on a variety of topics for the Middlesex County Connect transit program.
10. Identifies and responds to gaps in the Middlesex County Connect transit program in collaboration with key stakeholders.
11. Creates content for social media and responds to any social media inquiry. Coordinates social media content and ensures up-to-date content on social media platforms and website.
12. Works with the Legal and Procurement departments and key stakeholders to follow procurement requirements for RFT/RFQ/RFP development and selection of suppliers, consultants and contractors for supply of services for the specific project, as required.
13. Collects, compiles and analyzes data for Middlesex County Connect and other special projects, as assigned.
14. Monitors the project budget and resource allocation in accordance with the project plan, and ensures the project expenditures are within the budgeted levels.
15. Prepares oral and written presentations and/or written reports to management and County Council on the status of projects, milestone achievements, recommendations and change and risk management.
16. Conducts project evaluations by evaluating the success of the project and recommending any improvements to key internal staff and stakeholders, as required.



17. Assists with the research and preparation of funding application in consultation with the key internal staff/departments/stakeholders.
18. Performs other duties, as assigned.

## **MINIMUM QUALIFICATIONS**

### Education & Experience

- Three-year college diploma or university degree in Business Administration, Public Administration, or a related discipline.
- Project Management Professional (PMP) certification an asset.
- Three (3) years of experience in policy and program development, including one (1) to three (3) years of experience in managing projects.
- Valid Driver's license and access to a reliable vehicle.

### Knowledge, Skills and Abilities

- Must have excellent communication, negotiation and conflict resolution skills with the ability to influence others.
- Strong, effective customer service and interpersonal skills
- Ability to work in a team environment, liaise with key stakeholders and to function effectively with minimal supervision.
- Advanced computer skills including MS Office.
- Strong time and project management skills with the ability to multi-task.
- Strong problem-solving skills with the ability to gather and interpret information.
- Strong analytical and research skills with the ability to formulate solutions.