

## **PROJECT MANAGEMENT DIRECTOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This is an administrative position responsible for leading and facilitating the deployment of process improvement initiatives across the City. Duties include working collaboratively with various departments to identify opportunities to drive out waste and facilitate projects to improve existing City processes through a philosophy of continuous improvement. The incumbent provides leadership in the deployment of new concepts, piloting and evaluating new processes and technologies, and helping departments leverage data to drive decision-making and improve service delivery. Work is performed under the general director of the Mayor and the Commissioner of Administrative Services with wide leeway allowed for the exercise of independent judgment in the performance of duties. Direct supervision is exercised over all subordinate project management staff.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Oversees the identification, development and management of process improvement initiatives, while partnering with City departments;
- Studies existing processes across all business functions to identify opportunities to drive out waste and improve service delivery and process efficiency;
- Designs and implements new innovations and programs;
- Works directly with program teams to take over processes and innovations at the appropriate time;
- Oversees the definition and management of project scope, objectives, resource requirements, tasks and reporting, involving all relevant stakeholders;
- Supervise all project management staff;
- Identifies, researches, develops and implements tools and methods of process improvement;
- Provides constructive coaching and advice to project teams;
- Develops mechanisms for capturing organizational learning and utilizes those learning to drive even more effective strategy and innovation processes;
- Prepares and presents reports and evaluations defining project progress, problems and solutions;
- Lead strategy development sessions, facilitates process mapping and process improvement events;
- Resolves obstacles and manages project changes to achieve project goals;
- Coordinates internal and external resources to execute projects;
- Oversees department budget;
- Performs related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of project management techniques and tools;

- Good knowledge of personal computers and office equipment;
- Ability to work with teams to develop consensus in solving problems and developing plans;
- Ability to plan and supervise the work of others;
- Ability to establish and maintain effective interpersonal relationships;
- Ability to prepare and interpret narrative and tabular reports;
- Ability to communicate effectively verbally and in writing;
- Good judgment;
- Tact and courtesy

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Master's Degree in Business Administration, Business Management, Project Management, Public Administration or related field and three (3) years of full-time paid experience in project management; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree in Business Administration, Business Management, Project Management, Public Administration or related field and five (5) years of full-time paid experience in project management; **OR**
- C. Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.