

PROJECT MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The incumbent is responsible for coordinating and managing small and medium projects. Responsibility includes developing project management plans and documents to coordinate the tasks of the assigned project team. Direct communication with departments and vendors is necessary to ensure project objectives are met. The Project Manager reports directly to the department head or designee. Supervision is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Oversees the definition and management of project scope, objectives, timelines, resource requirements, tasks and reporting, involving all relevant stakeholders;
- Works closely with City Departments and other partners to ensure progress and implementation of the projects, including leading structured meetings and identifying/resolving issues on a regular basis;
- 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, programs, and software rollouts;
- Prepares and presents reports and evaluations defining project progress, problems and solutions;
- Works as hands-on member of project team to implement project objectives;
- Resolves obstacles and manages project changes to achieve project goals;
- Troubleshoots and resolves user problems related to technology project implementation;
- Coordinates internal and external resources to execute projects;
- Interacts with internal and external stakeholders;
- Develops and implements project management processes and policies;
- Communicates directly with departments and vendors to ensure project objectives are met;
- Develops and delivers training programs on computer software applications as needed;
- Identifies and monitors potential impact of project risk;
- Does related work as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Knowledge of project management tools and approaches
- Excellent problem solving skills with an ability to anticipate problems and develop solutions on deadline;

- Ability to understand, identify and apply project management tools and techniques
- Ability to organize, direct, and coordinate work activities;
- Ability to handle difficult and important assignments;
- Ability to navigate software programs with ease, particularly enterprise resource planning software and electronic time & attendance software;
- Understand technical concepts and communicate them clearly;
- Ability to effectively teach others how to use complex software systems;
- Ability to interact tactfully and effectively with administrative officers and employees;
- Dependability;
- Courtesy;
- Tact;
- Physical condition commensurate with the demands of the position.

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; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree (or higher) and one (1) year of full-time project management experience or experience working on technology or process-improvement related projects.; **OR**
- C. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree and three (3) years of full-time project management experience or experience working on technology or process-improvement related projects ; **OR**
- D. Graduation from high school, or possession of a high school equivalency diploma, and six (6) years of full-time project management experience or experience working on technology or process-improvement related projects; **OR**
- E. An equivalent combination of training and experience as indicated above.

NOTE:

- Position may require ability to work Saturdays, Sundays, and holidays; and able to work shift assignments during the day, evening and nights.

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