

*Join the team that's changing the Windsor-Detroit skyline.*

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## **Performance Improvement Program Manager – term ending December 31, 2024**

As the Performance Improvement Program Manager, you will be responsible for developing, leading, maintaining and administering all functions, framework documents and managed systems of the Performance Improvement Program, both at the Corporate and Project levels. Through adhering to established processes for reviewing Non-Compliance Reports (NCR's), as a member of the Finance and Administration team, this position supports Corporation benchmarking efforts through identifying and mitigating non-compliance events by implementing continuous improvement opportunities and recommendations arising from cause analysis learnings. This position also offers you the following abilities to:

- Lead investigation efforts for event response and produce documentation including:
  - a) timely issue identification and response
  - b) coordination of response, planning actions, and compliance mechanisms including developing scope of the investigation
  - c) initiate actions and risk mitigation mechanisms to minimize risk of repeat events
  - d) classification of conditions or incidents according to significance levels and securing corresponding follow up actions
  - e) complete systematic causal investigations (using root, apparent, self-evident methodologies) and the associated subject matter expert interviews, documentation of and follow through on correction actions
  - f) maintain performance improvement tracking compliance and communication system that includes assignment of follow-up actions and completion dates
  - g) where necessary or relevant, work with external project partners to ensure alignment of performance improvement actions that are consistent with the overall spirit, commitments and deliverables of each respective participant
  - h) initiate studies or investigations where opportunities for improvement are apparent including assessment of organizational climate or external partner behaviours
- Create, implement, lead, maintain and evaluate the Performance Improvement Program and associated processes and documents for their consistency with key organizational performance measures and incorporation of issue identification, appropriate threshold triggers, response levels, investigation and cause analysis, documentation/reporting, action planning, compliance mechanisms and analysis trending for ongoing continuous improvement
- Act as a Subject Matter Expert (SME) to provide training, education and oversight to interdisciplinary teams and committees regarding the Performance Improvement Program regarding roles, responsibilities and procedures as well as providing initial assistance with reporting and documentation requirements to ensure programs successful implementation, integration with existing or developed processes as well as managers accountability for departmental improvements and performance
- Conduct and report on effectiveness reviews where the significance level indicates their benefit or requirement.
- Facilitate Performance Improvement Program Board meetings and produce oral or written reports or presentations, ensuring members and other relevant senior level managers are kept apprised of program effectiveness and activities in keeping with identified significance levels and respective level analysis, as well as the proposed actions to and timelines for implementation that prevent occurrences.

**To join this influential team, you will bring the following:**

- Business degree or diploma or equivalent experience
- Civil or Mechanical Engineering Degree or Diploma (P. Eng, EIT., or P. Tech), considered an asset
- Internal Audit designation, considered an asset



- Quality Certification, considered an asset
- 3-5 years' experience with infrastructure projects where you had an active and progressive role in the addressing Non-Compliance Reports (NCR's) to ensure quality and process improvements or other related areas
- Experience working in a government environment
- Experience with P3 model and complex projects, considered an asset
- Advanced knowledge of performance improvement processes and procedures and the associated investigation and analysis methodologies that inform identified improvement areas
- Demonstrated ability to generate and execute performance improvement reports, resulting plans and revised procedures
- Thorough knowledge of Performance Improvement programs in relation to infrastructure construction projects, plans, procedures, ITPs, Quality Assurance, control activities and auditing
- Understanding of rules and regulations on a construction site
- Intermediate to advanced Microsoft Excel, Word, PowerPoint and Outlook
- Ability to obtain a Government of Canada Personnel Screening/ Security Clearance

**Our culture is driven by knowledgeable professionals with a passion for their field and the Gordie Howe International Bridge. The following competencies are keys to your success within our team:**

- Demonstrated ability to integrate thorough understanding of project scope and schedule to appropriately action NCR's as an opportunity towards improved quality management systems
- Strong analysis, problem solving, interpersonal, influencing and negotiating skills
- Excellent communication ability, both oral and written with an ability to express yourself clearly and concisely to ensure non-compliance report resolution
- Proven ability to work independently and as part of a team of interdisciplinary professionals
- Strong organization and time management skills, and appropriate attention to detail
- Ability to build and maintain positive relationships

**We will reward your initiative with:**

- Salary \$88,965 to \$108,735
- Comprehensive group benefits package
- Defined Contribution Pension Plan
- Paid Time Off Benefits – Vacation, Personal, Sick, Family, 12 Holidays
- Training and Development opportunities
- Relocation assistance may be provided, if required

Qualified applicants may email their resume to [recruitment@wdbridge.com](mailto:recruitment@wdbridge.com) up to and including May 27, 2019. **Please quote file #WDBA-110.** Resumes must be submitted electronically and will only be accepted in MS Word or PDF format.

Although all applications are appreciated, only those candidates selected for an interview will be contacted.