



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

www.gordiehoweinternationalbridge.com

Performance Improvement Program Manager – term ending March 31, 2025

As the Performance Improvement Program Manager, you will be responsible for developing, maintaining, administering and evaluating the framework documents and the managed system, both at the Corporate and Project levels. The managed system includes all activities and functions that enable data and evidence-based decisions maximizing impact and mitigating risk to the corporation and its activities. Working alongside WDBA Construction and Engineering departments and project partners, you will be responsible for reviewing adherence and effectiveness of the Non-Compliance Reporting (NCR) process as well as identifying continuous improvement opportunities and recommendations. Not only will you build, maintain, and influence strong relationships with a large number of stakeholders on this high-profile infrastructure project, we can offer you the following abilities to:

Job Functions:

- Create, implement, lead, maintain and evaluate Performance Improvement Program and associated processes and documents ensuring their consistency with key organizational performance measures that incorporate issue identification, trigger appropriate threshold and associated response levels, investigation and cause analysis, documentation/reporting, action planning, compliance mechanisms and analysis trending for ongoing continuous improvement.
- As Subject Matter Expert, provide training, education and oversight to interdisciplinary teams and committees regarding the Performance Improvement Program including roles, responsibilities, and procedures as well as provide initial assistance regarding 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.
- Investigate and lead the delivery of advanced data collection and analysis to the organization including data collection, data linkage and other data development and enhancement efforts, working closely with other internal and external stakeholders. Evaluate the effectiveness of performance and risk management plans across WDBA developing, implementing, and driving plans for improvement as appropriate.
- Conduct analysis and reporting for the NCR process monitoring for adherence and effectiveness of implemented strategies and oversight responsibilities.
- Support the Director, Performance Improvement & Risk Management, through the preparation of written reports or presentations for the purposes of 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 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
- Lean Six Sigma certification, considered an asset
- 3-5 years' experience with infrastructure projects in an active and progressive role addressing Non-Compliance Reports (NCR's) to ensure quality and process improvements, or other related experience
- Experience working in a government environment
- Experience with P3 model and complex projects, considered an asset
- Experience analyzing processes and associated data to inform and implement performance improvement initiatives
- 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 corporate performance and to infrastructure construction projects, plans, procedures, Inspection and Test Plans (ITP's), Quality Assurance, control activities and auditing
- Intermediate to advanced Microsoft Excel, Word, PowerPoint and Outlook
- Ability to obtain a Government of Canada Personnel Screening/ Security Clearance. Applicants must have 5 years of Canadian residence history
- Ability to travel within Ontario and Michigan

Our culture is driven by knowledgeable professionals with a passion for their field and the Gordie Howe International Bridge Project. 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.
- Understanding of rules and regulations on a construction site.
- 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 \$91,652 to \$112,019
- Comprehensive group benefits package
- Defined Contribution Pension Plan
- Paid Time Off Benefits – Vacation, Personal Leave, Floater Day, Medical Leave, 12 Holidays
- Flexible Work Arrangements
- Training and Development opportunities
- Relocation assistance may be provided, if required

Qualified applicants may email their resume to recruitment@wdbbridge.com up to and including February 3, 2021.

Please quote file #WDBA-164. 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.

WDBA values talent and diversity as cornerstones of our success and is committed to creating a diverse and inclusive workforce that is reflective of our community and country. To support this commitment, we encourage applications from people of all races, ethnic origins, religions, abilities, sexual orientations, gender identities or expressions.