



Code: 0310
Family: Clerical and Office Administration
Service: Administrative
Group: Clerical, Accounting, and General Office
Series: General Administrative

CLASS TITLE: PROJECT MANAGER

CHARACTERISTICS OF THE CLASS

Under direction, the class title supports City departments by leading, overseeing, and ensuring the successful delivery and management of a single or portfolio of large municipal projects that are part of a coordinated program to enhance City infrastructure, services, programs, etc., and performs related duties as required.

Positions are allocated across all City departments and perform a broad range of project management and administration responsibilities for various City programs, services and initiatives.

ESSENTIAL DUTIES

- Manages specialized and large-scale project(s) of significant size and scope that supports a departmental bureau, program, and/or initiative
- Functions as a technical specialist or expert level professional in a specific area related to project management and administration
- Prepares long-range project plans in coordination with stakeholders including the establishment of work plans and staffing for each phase of project(s)
- Consults with staff and consultants to determine the scope of services, budgets and specifications of projects
- Manages project(s) from inception to end
- Analyzes project proposals to determine the time frame, funding limitations and appropriate process for accomplishing project objectives and goals
- May manage staff, including but not limited to assigning and reviewing work, approving time off requests, and preparing performance evaluations
- Serves as the point of contact and liaison for project and program requirements
- Establishes timelines and implements processes to track and monitor progress, target, key objectives and milestones, and budgets for established projects
- Ensures that project goals and objectives of projects are accomplished within allocated time frame and funding parameters
- Plans, directs and controls the execution of all technical, fiscal and administrative functions of assigned project(s)
- Monitors services provided by contractors ensuring contract provisions meet program specifications
- Monitors project activities and resources to mitigate risks and maintain quality assurance processes
- Leads cross-functional teams to improve business strategies and performance with stakeholders
- Develops and contributes to process improvement (e.g., SOPs)
- Develops and implements project release plans (e.g., transfer of responsibility, ownership, and control) and reports on the progress of all project activities
- Participates on intradepartmental teams to plan, coordinate, and resolve issues

- Works with external agencies to ensure departmental projects adhere to regulatory requirements and internal policies and protocols
- Analyzes proposed and current project regulations and develops recommendations for implementation compliance
- Assists in the implementation of new technologies for projects
- Represents the department in cross functional partnerships

***NOTE:** The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Nine (9) years of work experience in project management or program coordination, **OR**
- Graduation from an accredited college with an Associate's degree PLUS seven (7) years of project management or program coordination work experience, **OR**
- Graduation from an accredited college or university with a Bachelor's PLUS five (5) years of project management or program coordination work experience, **OR**
- Graduation from an accredited college or university with a Master's degree or higher PLUS four (4) years of project management or program coordination work experience

Licensure, Certification, or Other Qualifications

- Project Management Professional (PMP) or other project management certifications preferred

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., phone, printer, copier, computers, mobile devices)
- Standard productivity suites (e.g., Microsoft Office Suite, OpenOffice, Google Workspace)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *project management principles, methods, and practices
- *managing project timelines and budgets
- *project-planning tools
- *cost-benefit analysis principles and methods
- *business needs, with the ability to establish and maintain a high level of stakeholder trust and confidence
- *principles and methods for evaluating project performance

Some knowledge of:

- procedures for assessing, evaluating and monitoring projects for compliance with applicable laws, regulations, and policies

Knowledge of applicable City and department policies, procedures, rules, and regulations

Other knowledge as required for successful performance in the Project Coordinator class

Skills

- *ACTIVE ENGAGEMENT - Give full attention to what other people are communicating, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *TIME MANAGEMENT - Manage one's own time or the time of others
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes

Other skills as required for successful performance in the Project Coordinator class

Abilities

- EFFECTIVELY COMMUNICATES AND COMPREHENDS INFORMATION – Effectively communicates and understands information shared through various communication methods
- WRITE - Communicate information and ideas in writing so others will understand
- CONCENTRATE - Concentrate on a task over a period of time without being distracted
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS - Come up with a number of ideas about a topic
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other abilities as required for successful performance in the Project Coordinator class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
April, 2025