

## CITY OF HAMILTON

### CORPORATE SERVICES DEPARTMENT

### (CUSTOMER SERVICE, ACCESS & EQUITY DIVISION – CUSTOMER CONTACT CENTRE – LOCATION – 330 WENTWORTH ST. N)

### SERVICE DELIVERY PROCESS ADVISOR

#### SUMMARY OF DUTIES

Reporting to the Manager of the Customer Contact Centre, the Service Delivery Process Advisor (SDPA) will participate in the design/redesign of citizen-facing services to enable improvements to the citizen service experience via one or more of the City's service channels (including telephone, email and online). The SDPA analyzes and devises improved business processes; seeks opportunities to streamline and integrate service delivery channels; documents the citizen experience through journey mapping and personas; liaises with business units to share analysis and gather requirements; supports change management efforts; and informs project planning and technical decision-making.

The SDPA proactively recommends improvements to, or new requirements for, service delivery processes and operational procedures related to delivery of municipal services to citizens, businesses and visitors. The SDPA applies proven communication, research, analytical, facilitation and problem-solving skills to reduce service delivery costs while increasing service channel performance and quality. The SDPA is a key contributor to projects involving the City's service delivery channels, including the Call Handling Review project and Web Redevelopment.

#### GENERAL DUTIES

Identify, document and validate business, functional and process requirements in support of improvements to service delivery to citizens, businesses and visitors; apply standard business analysis methodologies including interviews, document reviews, requirements-gathering workshops, process mapping, use cases/scenarios and task/workflow analysis.

Document the citizen-experience while using the City's service delivery channels and make recommendations to improve the experience or enable efficiencies in the delivery of service; provide insights, analysis and advice to business units and service delivery projects advocating for an improved citizen experience; develop and leverage tools including journey maps and personas; translate citizen needs into relevant business requirements.

Working as part of a team, facilitate the successful implementation of service channel improvement projects, including process redesign/re-engineering, training/knowledge transfer, development of knowledge bases, configuration of systems; support the development of call scripting procedures, website improvements and relevant communications to citizens, to ensure consistency and high quality across service channels.

Build relationships between business units and service channel project teams to facilitate dialogue and elicit business requirements; liaise with business units to coordinate process and service redesign and related project implementation activities; develop frameworks for enabling institutional service delivery transformation to continue and progress; support related change management efforts.

Provide advice and recommendations to enable opportunities for channel shift, integration of service delivery channels and self-service options for citizens; advise on improvements related to the quality, monitoring and performance of service channels (including telephone, email and online).

Makes recommendations to senior management regarding employee complements, roles and responsibilities related to process improvements and efficiencies

Required to deal with confidential matters and information, including service reviews and service design, that may have human resources implications.

Working as part of a team, develop standardized approaches to documenting, analyzing and measuring all aspects of service delivery, including processes, knowledge tools, systems and channel quality/performance; participate in relevant project teams; maintain knowledge of industry best practices, trends and relevant legislation.

May be assigned to an initiative or project requiring the individual to take direction from other Business Unit Managers and/or Project Managers.

Works in accordance with the provisions of applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures related to occupational health and safety.

Performs other duties as assigned, which are directly related to the major responsibilities of the job.

### **QUALIFICATIONS**

1. Possess three (3) to five (5) years of relevant experience applying business analysis and process design methodologies in a service delivery context in a large and complex organization.
2. Possess a university degree or college diploma in a relevant field of study.
3. Demonstrate expertise in business analysis and process design methodologies. Certified Business Analysis Professional (CBAP) is preferred.
4. Demonstrate a citizen-centric focus, and knowledge of methodologies to incorporate citizen needs into program design.
5. Demonstrate strong analytical and problem-solving abilities; ability to make sound, evidence-based decisions; and ability to apply structured business analysis techniques.
6. Demonstrate knowledge of change management practices, facilitation and team building, and possess an ability to work with cross-departmental, multi-disciplinary teams.
7. Demonstrate strong interpersonal, written and oral communication skills.
8. Possess awareness of municipal service delivery trends, requirements of municipal government program areas and industry best practices related to government service delivery.
9. Possess awareness of application quality assurance best practices and methodologies.
10. Possess technical competence and knowledge of application development lifecycles and supporting practices.