

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(CUSTOMER SERVICE, PROVINCIAL OFFENCES ADMINISTRATION & FINANCIAL INTEGRATION DIVISION
- BUSINESS SUPPORT & SERVICES SECTION - LOCATION - 71 MAIN ST. W.)

BUSINESS & SUPPORT SERVICES SPECIALIST

SUMMARY OF DUTIES

Reporting to the Manager, Business & Support Services, the Business & Support Services Specialist is responsible and accountable for providing support for the customer service strategy, optimization of various service channels, identification and implementation of continuous improvement initiatives. The position will be responsible for business case and plan development, training and development as well as project management support for channel and financial strategic initiative. The Specialist is also responsible for the effective management of identified vendor contracts, inclusive of performance reporting, as well as the development, implementation and management of performance dashboards and reporting.

GENERAL DUTIES

Responsible for providing support for the customer service strategy as well as business case and plan development, and project management support and the achievement of goals and objectives.

Lead the implementation of continuous improvement initiatives for the Division as well as support financial integration initiatives.

Provide confidential support for the identification of enterprise solutions for on-line service applications as well as the optimization of service channel strategies to reduce costs and enhance the overall service experience.

Supports the partnership with Departments to facilitate the adoption of enterprise solutions for on-line service applications as well as develops the business case for funding, where applicable.

Research, develop and recommend short / long term service delivery and financial integration strategies in accordance with City strategic directions, strategies, guidelines and legislative program requirements.

In partnership with the Departments, develops recommendations for improvements to services delivery consistency and experience, including, required organizational changes, staff resources and skill requirements

Supports the development of service level agreements and other applicable contracts and liaise with vendors, suppliers, other organizations and municipalities in supporting service delivery.

Facilitates the implementation of cross departmental service strategies that optimize the accessibility of services and ensure service consistency across the various channels as well as provides support and management of identified financial integration initiatives.

Initiates opportunities to explore areas of optimization and service synergies to improve the service experience of citizens and reduce operating expenditure.

Supports the identification and implementation of detailed performance management principles, reporting mechanisms and corresponding communications.

Supports the implementation of performance metrics and criteria for service and financial monitoring as well as assists in the development, recommendation and interpretation of policies and procedures related to service delivery.

Develops evaluation tools for the effectiveness of work processes, technological efficiencies and standards.

Lead in the project management of identified initiatives at both the operational and strategic level.

Supports the investigation of concerns and complaints relating to processes and service channel delivery, documenting and reporting findings to the Director along with recommendations for resolution.

Lead in the development of reporting of performance to the applicable staff committee as well as supports the development and presentation of reports to members of Council.

Establishes and maintains an effective network of communication between senior management and various public and private sector agencies, user groups, constituents, city departments and other levels of government.

Manages and facilitates studies, public consultations and community engagement initiatives.

Supports the preparation of reports and makes presentations to senior management team and Council Standing Committees.

Ensure operational compliance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety as well as AODA and Inclusion & Equity.

Perform other duties, as may be assigned, which are related to the job function.

QUALIFICATIONS

1. Progressively responsible experience in statistical and financial analysis, vendor management, program management and performance reporting acquired through a Bachelor's degree in Business Administration from an accredited college or university or a combination of education and related extensive work experience. A CPA and/or MBA is preferred.
2. Demonstrated working knowledge of service channel delivery and optimization as well as client service delivery principles.
3. Demonstrated experience in developing service delivery strategies and tactics across multiple channels.
4. Demonstrated experience in identifying, developing and managing process and / or continuous improvement programs / projects.
5. Developed knowledge and experience in accounting principles and practices as well as financial analysis, analytics, metrics as well as business case and planning development.
6. Strong working knowledge of performance management (ie. results-based accountability, etc.), performance metrics and detailed performance reporting.
7. Strong understanding of the automated environment, with working knowledge of Word, Excel, PowerPoint, Outlook, PeopleSoft, other equivalent software.
8. Practical experience in developing customer service standards, process, programs and training as well as marketing campaigns (inclusive of revenue generation opportunities).
9. Possess strong written and oral communication skills combined with highly developed analytical, conceptual, technical and interpersonal skills, personal integrity and professional commitment.

10. Strong problem-solving skills and conflict resolution skills inclusive of the demonstrated ability to facilitate decision-making both strategically and tactically.
11. Possess excellent interpersonal skills with an emphasis on customer service in a diverse community. Strong public relations skills and the ability to interact and communicate effectively at all organizational levels.
12. Demonstrated experience in managing vendor contracts as well as overseeing, addressing and managing vendor performance.
13. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
14. Ability to successfully participate with any service audits that may be conducted.
15. Flexible availability with evening, weekend and holiday work may be required.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
