

# CITY OF HAMILTON

## **CORPORATE SERVICES DEPARTMENT** **(CUSTOMER SERVICE & PROVINCIAL OFFENCES ADMINISTRATION DIVISION – LOCATION – 71 MAIN ST. W.)**

### **SERVICE CHANNEL & FINANCIAL INTEGRATION QUALITY ANALYST**

#### **SUMMARY OF DUTIES**

Reporting to the Director, Customer Service, POA, the Service Channel & Financial Integration Quality Analyst provides quality assurance, training and research, along with strategic and service delivery design advice, to support the planning, implementation and evaluation of the City's citizen-facing services,. The incumbent is responsible for designing and implementing performance measurement strategies and executive reporting on performance of identified service channel initiatives, as well as gap analysis and recommendations. Performance analysis includes quantitative measures related to the usage, accessibility, service quality, service level agreements and cost-effectiveness for identified services. The incumbent contributes analysis to identified corporate service delivery initiatives and supports the development of the City's policies. The Service Channel & Financial Integration Quality Analyst will apply proven analytical and problem-solving skills to help validate service delivery processes and performance to maximize the benefit and continuous improvement of service delivery and financial integration initiatives.

#### **GENERAL DUTIES**

Provide in-depth analysis and interpretation of data for identified citizen-facing services as well as support financial integration initiatives of Financial Planning, Administration & Policy Division.

Develop methods to track indicators against assigned standards and develop procedures to evaluate the service and financial integration programs. Provide support to the financial division in relation to the development of applicable performance reporting as well as support for the delivery of the Corporate Plan.

Develop analytical tools to monitor the performance and quality of corporate service delivery for departments and divisions

Design and develop reporting strategies and tools that effectively and consistently communicate performance to applicable stakeholders.

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

Provide confidential support to service delivery initiatives (campaigns) that create and monitor service delivery channel performance, reduce costs, and provide improved service to citizens.

Conduct audits and based on data analysis, make recommendations to management for improvements to service delivery and financial integration programs, including, required organizational changes, staff resources and skill requirements.

Work with multiple data sources including: performance metrics, social media performance metrics, workforce management, quality management, email, and financial performance information to analyze service delivery efforts.

Monitor, score and coach for quality service delivery using the corporate customer service standards, service delivery outcomes and other applicable standards / objectives.

Create, review and design measurement strategies for Key Performance Indicators development and reporting. Identify and present measurement trends and show how to strategically use these trends to plan and evaluate service performance and improvements for the identified departments / divisions.

Assess return on investment and cost benefit analysis of service channel strategies as well as other departmental service delivery initiatives / channels, as requested.

Co-ordinate and assist in cost / benefit analysis studies, project evaluation and assist in performance analysis, recommending effective strategies and monitoring current impacts both short-term and long-term, including labour and staffing impacts.

Collaborate on cross-departmental teams to provide analysis and support to corporate service delivery initiatives, inclusive of development of reporting tools & platforms (i.e. training programs, intranet communications, budget summary tools, etc.)

Contribute analysis to support responses to issues and queries raised by departments, Council, management and the public.

Monitor and examine emerging service trends across various channels and integration with other service channels that impact the municipal sector.

Liaise with vendors, suppliers, other organizations and municipalities in assessing service channels and associated integration.

Support the development and implementation of training programs to foster compliance with service channel and financial integration protocols, processes, standards and performance expectations.

Investigate concerns and complaints relating to processes and service channel delivery, documenting and reporting findings to the Director and applicable department / division along with recommendations for resolution.

Work 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. A university degree in business with developed competence in analytics, , statistical and financial analysis, project management, continuous improvement and enhanced performance reporting methodologies
2. Demonstrated progressive experience in developing strategies for measuring the performance of municipal or government services, including utilizing service delivery research methodologies and generating comprehensive analysis from various data sources to form confidential recommendations about service delivery and required organizational changes with a view to a corporate service channel strategy.
3. Demonstrated experience and knowledge of , Adobe, Microsoft products (including Sharepoint, Power BI and SQL Report Builder), Google Applications, as well as the creation dashboards
4. Demonstrated experience with the design and development of tools and processes for managing, communicating, reporting and optimizing service delivery and performance reporting.
5. Working knowledge and experience in accounting principles and practices as well as financial metrics.
6. Demonstrated competency and experience in using analytics, relational databases, data visualization tools, querying methods, modeling tools, and various reporting tools and performance analytics to support and develop efficient, effective, citizen-centred service delivery strategies.
7. Demonstrated experience in developing training programs to teach and / or train staff on new performance or operational concepts, processes, tools and / or protocols.

8. Demonstrated experience with quality monitoring, scoring and coaching for service excellence.
9. Experience with municipal service delivery models, best practices systems, policies and programs; business process analysis, system analysis and data analysis; experience in providing analysis to support business cases with revenue projections and / or cost savings.
10. Strong project management and organizational skills; ability to balance multiple, time-sensitive projects; proven analytical and problem-solving abilities; strong attention to detail, objectivity, accuracy and consistency; excellent computer skills.
11. Able to communicate effectively at all levels of the organization, including verbal, written, listening; ability to prepare reports, training sessions, presentation materials and present technical analysis effectively to non-technical audiences; effective facilitation, communication, presentation, interpersonal and diplomacy skills; ability to maintain confidentiality.
12. Knowledge of applicable data privacy practices and regulations.
13. Proven investigative and problem solving skills.
14. Ability to maintain good working relationships with staff and stakeholders while delivering constructive review of service channel performance and program goals.
15. Ability to successfully participate with any internal auditing that may be conducted.
16. Ensures that policy and procedures related to practices are implemented, adhered to and consistently reviewed and updated annually by management and staff.

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

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