

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(CUSTOMER SERVICE, POA & FINANCIAL INTEGRATION DIVISION – BUSINESS & SUPPORT SERVICES
SECTION – LOCATION – 71 MAIN ST. W., 1ST FLOOR)

BUSINESS & SUPPORT SERVICES QUALITY ANALYST

SUMMARY OF DUTIES

Reporting to the Manager, Business Support & Services, the Business & Support Services Analyst leads business process reviews, improvement initiatives, provides strategic and process improvement advice to support finance and business operations. Researches, implements and evaluates tools to support the changing operational environment. The incumbent is responsible for designing and implementing performance measurement strategies and executive reporting on performance of financial planning and policy initiatives, as well as gap analysis and recommendations. Performance analysis includes quantitative measures related to the usage, usability, accessibility, quality and efficiency of key processes (budgeting, debt, exemptions). The incumbent supports the collection of information for Council, SLT and DLT reports.

GENERAL DUTIES

Provides in-depth analysis and interpretation of data for financial planning and policy strategies and develops analytical tools to monitor the implementation of those strategies.

Supports the implementation and reporting of the Division's internal self-assessment program in addition to other identified divisional and corporate initiatives.

Researches, develops and recommends short/long term financial planning and policy strategies and policies in accordance with City strategic directions, guidelines and requirements of provincial legislation.

Makes recommendations for improvements to processes, including elimination of non-value steps, modification/elimination/development of tools, and the introduction and use of technology.

Works with multiple data sources (data mining of large data sets, PeopleSoft, Questica) to analyze performance of financial planning and operational efforts.

Provides analysis and recommendations to achieve compliance with performance targets.

Collaborates with other departments on development and implementation of system development / enhancements aimed at service improvements, operational efficiencies, cost savings and increased system integration which may impact staffing levels and/or organizational structure.

Provides oversight, management and support for the Division's intranet site as well as provides support to the department's intranet site.

Creates, reviews and designs measurement strategies including measurement method selections for Key Performance Indicators; development and executive dashboard creation. Identifies and presents measurement trends and shows how to strategically use these trends to plan and evaluate performance improvements.

Co-ordinates and assists in cost/benefit analysis studies, project evaluation and assists in financial planning and policy analysis. Recommends effective strategies and monitors current impacts both short-term and long-term, including labour or staffing impacts.

Provides critical input into financial and operational initiatives to appropriately incorporate requirements and best practices into information architecture.

Provides advice on the design of user testing plans and evaluates results.

Collaborates on cross-departmental teams to provide analysis and support to corporate continuous improvement initiatives which can have an impact on organizational structure and processes.

Contributes analysis to support responses to issues and queries raised by Council, corporate management and the public.

Researches issues of compliance with provincial and federal statutes and regulations and municipal by-laws and policies.

Monitors and examines market conditions and emerging trends that impact the municipal sector.

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

Support in the development and delivery of Committee and SLT reports as well as corresponding presentations.

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.

QUALIFICATIONS

1. A university degree in commerce or business with developed competence in budgeting, financial analysis, quantitative methodologies and analysis, performance measurement and statistical analysis. Proven experience with budget management and/or reporting.
2. Demonstrated considerable experience in developing strategies for measuring the performance of municipal or government services, including utilizing financial planning and policy research methodologies and generating comprehensive analysis from various data sources to inform confidential recommendations about financial planning and policy initiatives and required organizational changes.
3. Demonstrated experience in using analytics to support the development of reporting methodologies and tools.
4. Experience with implementing and delivering business process reviews inclusive of the use of database and spreadsheet applications to support the decision-making process. Demonstrated ability to collect and assess data to support the delivery of process improvements and operational efficiencies.
5. Experience with municipal financial planning and policy 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.
6. 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.
7. Able to communicate effectively at all levels of the organization, demonstrated verbal, written and listening skills.
8. Ability to prepare reports, presentation materials and present technical analysis effectively to non-technical audiences. Demonstrated effective facilitation, presentation, interpersonal and diplomacy skills. Ability to maintain confidentiality.

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