

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(CUSTOMER SERVICE, PROVINCIAL OFFENCES ADMINISTRATION DIVISION – LOCATION – 71 MAIN ST. W.)

SENIOR SERVICE CHANNEL & FINANCIAL INTEGRATION SPECIALIST

SUMMARY OF DUTIES

Reporting to the Director, Customer Service & POA, the Senior Service Channel & Financial Integration Specialist is responsible and accountable for the management and oversight of the Service Channel & Financial Integration section, inclusive of staff management, reporting and performance. The section provides support for the Customer Service Strategy, the optimization of various service channels, identification and implementation of continuous improvement initiatives, business case and plan development, training and development, as well as, project management support for channel and financial strategic and tactical initiatives (such as the performance of the financial operational and capital platforms). The Senior Specialist is also responsible for the effective oversight and 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 the management, oversight and performance of the Service Channel & Financial Integration section.

Responsible for providing divisional leadership and corporate 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.

Leads the identification and oversight of continuous improvement initiatives for the Division as well as support financial integration initiatives.

Provides 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.

Leads 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.

Reviews and approves 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 and recommendations for improvements to services delivery consistency and experience including, required organizational changes, staff resources and skill requirements.

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

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

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

Leads 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.

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

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

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

Responsible for the budgetary performance as well as the development of capital budget submissions, variance reporting, and capital business case development.

Represents respective areas in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

Responsible to coach and mentor staff through support and guidance for staff development / training as well as support the workforce planning and succession planning processes.

Responsible for recruitment, supervision, evaluation and discipline of staff, as well as, performance manages and approves performance appraisals.

Oversees the development of reporting of performance (inclusive of accuracy) 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.

Prepares reports and makes presentations to senior management team and Council Standing Committees.

Ensures 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.

Performs 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. Highly 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. Excellent people skills and demonstrated experience in supervisory, coaching, leadership and team building skills as well as demonstrated senior level experience in managing teams within a unionized environment.
7. Strong working knowledge of performance management (ie. results-based accountability, etc.), performance metrics and detailed performance reporting.
8. Strong understanding of the automated environment, with working knowledge of Word, Excel, PowerPoint, Outlook, PeopleSoft, other equivalent software.
9. Demonstrated experience in leading the development of customer service standards, process, programs and training as well as marketing campaigns (inclusive of revenue generation opportunities).
10. Possess strong written and oral communication skills combined with highly developed analytical, conceptual, technical and interpersonal skills, personal integrity and professional commitment.
11. Strong problem-solving skills and conflict resolution skills inclusive of the demonstrated ability to facilitate decision-making both strategically and tactically.
12. 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.
13. Demonstrated experience in creating and managing vendor contracts as well as overseeing, addressing and managing vendor performance.
14. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
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.
