

## CITY OF HAMILTON

### CORPORATE SERVICES DEPARTMENT (FINANCIAL SERVICES, TAXATION & CORPORATE CONTROLLER DIVISION – BUSINESS APPLICATION, ACCOUNTS PAYABLE & ACCOUNTS RECEIVABLE - LOCATION – 28 JAMES ST. N., LISTER BLOCK)

#### SERVICE DELIVERY ANALYST - ACCOUNTS PAYABLE/ACCOUNTS RECEIVABLE

##### SUMMARY OF DUTIES

Reporting to the Manager, Business Applications, Accounts Payable & Accounts Receivable, the Service Delivery Analyst - Accounts Payable/Accounts provides direct functional support, service delivery analysis and research, along with strategic and service delivery design advice, to support the planning, implementation and evaluation of the City's accounts payable and accounts receivable sections.

The incumbent is responsible for designing and implementing performance measurement strategies and executive reporting on performance of invoice and billing handling. Performance analysis includes quantitative measures related to invoice routing, payment terms and customer billings. The incumbent contributes analysis to Internal and External audits and supports the development of the City's policies impacting the payable and receivable services.

##### GENERAL DUTIES

Provide in-depth analysis and interpretation of data for services provided by the Accounts Payable and Accounts Receivable Sections including invoice processing, payments and customer billings.

Develop methods to track and monitor the performance and quality of invoice verifying, scanning, payment and billings processing, including delayed payments and other irregularities.

Provide confidential support to Manager regarding section performance indicators for the delivery of services to departments, suppliers and customers.

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

Make recommendations for improvements to invoice processing, routing, payments and billings processes including required system organizational changes and staff resources.

Work with multiple data sources including, Webcenter, Forms Recognition software, Peoplesoft Payables and Receivables systems to analyze performance of service delivery efforts for invoice and billing processing.

Create, review and design measurement strategies for Key Performance Indicator development and reporting.

Identify and present measurement trends and show how to strategically use these trends to plan and evaluate service improvements for the Accounts Payable and Accounts Receivable sections.

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

Review and analyse current systems; identify potential process and procedural changes required to meet user needs.

Support and troubleshoot Accounts Payable and Accounts Receivable production problems.

Maintain the City's Tax and Exchange Rate Apportionment table in the Finance system.

Monitor Supplier additions and updates.

Identify and implement Best Practices as they relate to AP/AR processes.

Resolve internal/external audit enquiries.

Contribute analysis to support responses to issues and queries raised by Council, corporate management, internal and external auditors and FOI requests.

Monitor and examine emerging audit requirements in payment processing that impact the municipal sector.

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, applied math, information systems or social sciences with developed competence in quantitative methodologies and analysis, performance measurement and statistical analysis.
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
3. Demonstrated experience with the development of tools and processes for managing and optimizing Oracle PeopleSoft and Webcenter service delivery and performance.
4. Demonstrated experience in using Accounts Pay / Accounts Receivable analytics to support and develop efficient, effective delivery strategies.
5. Demonstrated experience with quality monitoring, scoring and coaching for service excellence.
6. Experience with municipal service delivery models, systems, policies and programs; business process analysis, system analysis and data analysis; experience in providing analysis to support City departmental Accounts payable and Accounts Receivable processing.
7. 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.
8. 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

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

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