

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(FINANCIAL PLANNING, ADMINISTRATION & POLICY DIVISION – UTILITY BILLING – LOCATION – TBD)

BUSINESS SUPPORT COORDINATOR – UTILITY BILLING

SUMMARY OF DUTIES

Reporting to the Manager, Utility Billing, the Business Support Coordinator – Utility Billing is responsible for developing and monitoring the meter to cash business process for the City's utility customers and ensure vendor performance compliance with contractual obligations. The position will coordinate, prepare and issue periodic and ad hoc reports of utility billing activities. The position will participate on cross-functional teams with other business units to develop and assess work related reports and data analytic opportunities.

The position will analyze and improve business processes, gather, and analyze data, drive continuous improvement, ensure compliance, develop training materials. The Business Support Coordinator will be responsible for leading changes in business processes and systems to meet the business needs through analyzing business processes, workflows and working effectively with both internal partners (e.g., Hamilton Water, Contact Centre) and external vendors to proactively identify and resolve problems.

GENERAL DUTIES

BUSINESS SERVICE RESPONSIBILITIES

Analyze business services and processes. Develop and implement strategies to improve the overall business experience.

Work with business leads to identify areas for improvement, including but not limited to business requirements, system updates, projects, Customer Information System (CIS) enhancements, business process design/redesign and CIS support and testing.

Develop and maintain business service standards and best practices. Research best practices from other utilities.

Implement tools and processes to measure and track business satisfaction.

Coordinate with other departments to ensure business service is understood and integrated into all aspects of the business.

Develop and implement internal training programs based on feedback and assessment of business needs. Maintain user manuals/resources to support service function to effectively transfer knowledge.

Analyze and report on business service metrics to senior management.

Develop and implement process improvement initiatives to enhance operational efficiency.

Ensure compliance with all regulatory requirements and standards, including required reporting.

VENDOR MANAGEMENT RESPONSIBILITIES

Develop and maintain relationships with vendors and suppliers.

Ensure vendors comply with contractual obligations and regulatory requirements in accordance with contractual requirements, including SLA's.

Manage vendor performance, including conducting regular performance reviews and addressing issues.

Identify opportunities for service improvements and cost savings.

Assist in negotiating contracts and agreements with vendors.

Coordinate with cross-functional teams to ensure service requirements are met.

Monitor service-related risks and develop contingency plans as needed.

Maintain accurate vendor records and documentation.

Prepare and present reports on vendor performance and compliance.

Collaborate with internal teams to drive service excellence.

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.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. A University degree or College diploma in a related field such as Business Administration, Economics, Contract Management with demonstrated experience in vendor/contract management and service delivery preferably in the water utilities industry or an equivalent combination of education and relevant experience.
2. Demonstrated working knowledge and experience with regulation and by-laws governing water. Previous utilities experience preferred.
3. Previous demonstrated experience in a customer service or billing role an asset.
4. Proven organizational, analytical and problem-solving skills. Ability to work with tight deadlines and competing priorities. Ability to multi-task in a fast-paced environment.
5. Highly effective written and oral communication skills. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and public.
6. Strong interpersonal skills. Demonstrated ability to work independently and as part of a team.
7. Strong project management skills with ability to manage multiple projects simultaneously.
8. Experience and proficiency in a computerized environment with working knowledge of Word, Excel, PowerPoint and Outlook.
9. Considerable project management experience, preferably in a municipal environment. Certified Project Management Professional (PMP), Six Sigma or equivalent is an asset.

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