

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(CUSTOMER SERVICE, PROVINCIAL OFFENCES ADMINISTRATION & FINANCIAL INTEGRATION DIVISION
- BUSINESS & SUPPORT SERVICES SECTION - LOCATION - 71 MAIN ST. W.)

MANAGER, BUSINESS & SUPPORT SERVICES

SUMMARY OF DUTIES

Reporting to the Director, Customer Service, POA & Financial Integration, the Manager, Business & Support Services is responsible and accountable for the management and oversight of the Business & Support Services 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. The Manager 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.

Responsible for the overall performance of the Business & Support Services section.

GENERAL DUTIES

Administers, coordinates and directs the operation and work activities within the Business & Support Services section through effective supervision, work delegation, and performance management of staff. Ensures maximum utilization of human resources through recruitment, monitoring and evaluating individual staff performance, coaching, mentoring and supporting staff training / development.

Provides direction, leadership and coordination of teamwork. Motivates and encourages staff to achieve high levels of performance and productivity. Fosters a work environment which supports customer service, innovation and high quality service.

Responsible for providing divisional leadership and corporate support for the customer service strategy by conducting needs analysis. Provides business case and plan development, project management support through the achievement of goals and objectives.

Responsible for managing continuous improvement initiatives for the Division as well as financial integration initiatives.

Provides 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.

Oversees 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 provides recommendations for improvements to service delivery consistency and experience including, required organizational changes, staff resources and skill requirements.

Responsible for 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.

Oversees the process and responds to all escalated complaints and inquiries in a timely and professional manner by investigating, evaluating and implementing solutions related to process and service channel delivery Documents and reports 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.

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 that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton department and corporate policies and procedures. Ensures that appropriate action is followed for those employees who do not work in compliance with legislation, policies and procedures.

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. Progressively responsible experience in statistical and financial analysis, service channel identification, vendor management, program management and performance reporting acquired through a Bachelor's

degree in Business Administration from an accredited college or university with related extensive work experience. A CPA and/or MBA is preferred.

2. Extensive experience and working knowledge of service channel delivery and optimization as well as client service delivery principles.
3. Progressive experience in developing service delivery strategies and tactics across multiple channels.
4. Proven experience identifying, developing and managing process and/or continuous improvement programs/projects.
5. Demonstrated financial management skills developing, implementing and monitoring operational and capital budgets. Highly developed knowledge and experience in analytics, metrics, business case and planning development.
6. Excellent people skills and demonstrated previous 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. Demonstrated experience in leading the development of customer service standards, process, programs and training as well as marketing campaigns with revenue generation opportunities.
9. Possess strong written and oral communication skills combined with highly developed analytical, conceptual, technical and interpersonal skills, personal integrity and professional commitment.
10. Strong problem-solving skills and conflict resolution skills. Demonstrated ability to facilitate decision-making both strategically and tactically.
11. 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.
12. Previous demonstrated experience in creating and managing vendor contracts as well as overseeing, addressing and managing vendor performance.
13. Strong understanding of the automated environment, with proficiency in Word, Excel, PowerPoint, Outlook, PeopleSoft, other equivalent software.
14. Flexible availability with early morning, 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.

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