

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT

(HAMILTON FIRE DEPARTMENT – LOCATION – 1227 STONE CHURCH RD. E., 3<sup>rd</sup> FLOOR)

### SENIOR BUSINESS SPECIALIST – OPERATIONAL SUPPORT

#### SUMMARY OF DUTIES

Reporting to the Manager, Operations/Assistant Deputy Chief, the Senior Business Specialist, Operational Support provides internal support and guidance for the development, analysis and administration of business services across the Hamilton Fire Department (HFD). The position is responsible to provide expertise for the development and execution of business operational support processes and initiatives. Acts as a resource and support for the Fire Chief, Deputy Chief and Assistant Deputy Chiefs across the HFD in developing, monitoring and maintaining robust Division wide operational supports with the objective of positively affecting the performance of the Hamilton Fire Department and enhancing public service to the community.

#### GENERAL DUTIES

Develops and maintains HFD product, asset management and service contracts, including procurement, development, and standardization reports and contracts.

Develops procurement documents including Request for Information (RFIs), Request for Proposal (RFPs) and business cases related to HFD spending across the Division in collaboration with the HFD management team and stakeholders.

Develops and maintains standardized templates including re-usable content for RFPs, RFIs and other request for services and/or products that are routinely issued.

Develops Council presentation material related to By-Laws, RFP's and contracts, as requested by the HFD leadership team.

Develops, and delivers techniques, practices, and procedures for contract formation and administration in a manner that best protects the City's interests in collaboration with internal stakeholders (Legal, Risk, Procurement, IT, Privacy Officers, Finance).

Provides appropriate contract and subcontract information to accounting, finance and purchasing departments.

Monitors and reports on status of issued and in process RFP's and purchase agreements.

Provides guidance to HFD staff in asset management, contract and vendor management on procurement and financial processes.

Assists the HFD Departmental Leadership Team with strategic and long-term planning activities based on research/analysis of HFD 10 Year Service Delivery Plan initiatives, community needs, Provincial initiatives and legislative requirements.

Provides research, analysis and prepares reports and proposals; makes presentations to HFD Senior Leadership Team.

Initiates, leads and coordinates facilities management and initiatives via interdepartmental dialogue and collaboration, oversight of resources and ongoing communication to HFD and Facilities management stakeholders.

Manages facilities projects that are of a Divisional and financial nature with a focus on HFD 10 Year Service Plan objectives; and project support to high priority facilities program needs.

Supports HFD divisions in analyzing, re-engineering and implementing streamlined business services to optimize workflows and deliver business needs.

Provides strategic business support, advice and direction to HFD leadership team.

Assists in the preparation of current and capital budgets for the Division in accordance with established corporate and divisional procedures. Recommends future budget appropriations as it relates to facilities and contracts.

Maintains and monitors status of existing Departmental policies and procedures and provides HFD leadership recommendations in new policy development. Designs implementation plans to introduce new policies, procedures, standards, etc. to personnel within the department and monitors outcome.

Leads the development of service level agreements with departments internal and external to HSC.

Working in a variety of staff resource configurations, or working as a sole contributor, manages specific operational support business services assignments such as process improvements and implementation of software to support re-designed business processes, cost-benefit analyses, assessment of service delivery compliance with legislated standards, department's performance measurement and monitoring frameworks in service areas that fall under the Division.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton Corporate, Departmental and Divisional 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. Baccalaureate degree in business, public administration or related discipline pertinent to job functions combined with relevant business or government experience. Postgraduate degree in business or public administration would be considered an asset.
2. Demonstrated skill in business planning and analysis, business case development, project management, data analysis and financial management. Experience in organizational management and/or operational management would be considered an asset.
3. Experience with the preparation of RFPs, contract tender documentation and a working knowledge of public sector procurement.
4. Well-developed planning, analytical and organizational skills with developed innovative and solutions-oriented problem solving skills.
5. Ability to prioritize and execute tasks in a high-pressure environment, manage multiple projects and make sound and logical judgements and decisions in emergency situations.
6. Ability to develop, lead, coordinate and implement new and innovative business initiatives, related activities and partnerships including with other divisions, departments and levels of government.
7. Experience working in a team-oriented, collaborative environment.
8. Strong interpersonal, written, and oral communication skills to interact effectively with staff, political representatives and community groups.
9. Experience in business change processes in a unionized environment.
10. Ability to facilitate focus groups, discussions and meetings to achieve goals and objectives.

11. Excellent time management and multi-tasking skills
12. Advance working knowledge of Word, Excel and PowerPoint, project management software.

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

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