

## CITY OF HAMILTON

**PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT**  
**(ECONOMIC DEVELOPMENT DIVISION – BUSINESS INVESTMENT & SECTOR SDEVELOPMENT -**  
**LOCATION - 71 Main Street West, 7<sup>TH</sup> FLOOR)**

**BUSINESS DEVELOPMENT ANALYST – CUPE 5167**

**SUMMARY OF DUTIES**

Reporting to the Manager of Business Investment & Sector Development (BISD) in collaboration with the Manager of Commercial Districts & Small Business (CDSB), this position collects, analyzes and reports on economic indicators, performance measures & statistical information for the City of Hamilton. Monitors and tracks performance related to the Economic Development Action Plan as well as the Corporate Strategic Plan in the focus area of “Growing our Economy”. Researches and analyzes best practices in business/economic development. Recommends program updates and changes. Provides research and sector support for the BISD & CDSB Teams; Participates in the implementation and administration of business/economic development research related programs & represents the Divisions on multi-disciplinary teams when required.

**GENERAL DUTIES**

Supports and works collaboratively with the Economic Development & Research Officer and the Coordinator of Marketing on all related research & marketing projects and/or when required i.e. updates to profiles, annual reports, collateral materials

Collection, storage and maintenance of economic data from a variety of sources for purposes of maintaining community and business information to Economic Development Division and external clients

Researches and analyzes best practices in business/economic development by:

- Creating and implementing research methods, terms of reference and study designs;
- Liaising with business, provincial/federal representatives (i.e. MEDJCT; IIC, GAC), other municipalities and other outside agencies;
- Collecting, compiling, analyzing and interpreting data;
- Identifying and evaluating alternatives;
- Formulating conclusions;
- Recommending new or revised programs/projects; and
- Writing reports detailing work and associated recommendations.

Tracks, reviews and analyzes and reports on performance measures and industry/economic indicators for the City of Hamilton - Data tracking, reporting and filing –i.e. stats to support Annual Report; Website updates, Annual reporting to fDi and Site Selection

Position provides business analyses and supports both the Business Investment & Sector Development and the Commercial Districts & Small Business teams; collaborates with the Real Estate team on related research projects and liaises with other internal departments and utilizes resources available within the city.

Salesforce Administrator; Tracks, maintains and reports on CRM/Databases; disseminates CRM data to support BISD & CDSB staff with work-plans and ensure up-to-date data; Leads/assists with salesforce training

Project lead when applicable; co-ordinates and arranges meetings, prepares agendas, takes minutes and acts as a resource person – i.e. Ec Dev Action Plan

## **Job Description NO. 6318**

Participates as a member of multi-disciplinary teams formulated to address development related challenges. Co-ordinates and arranges meetings, prepares agendas, takes minutes as required and acts as a resource person.

Represents the Divisions at public meetings, client and interdepartmental meetings. Prepares and presents reports to committees, interest groups and business owners.

Participates in the implementation and administration of business/economic development programs by:

- Preparing and/or updating program outlines and details;
- Maintaining related files;
- Recommending implementation strategies;
- Directs the work of consultants – i.e. sector strategies and
- Reviewing and updating related administrative policies/procedures.

Receives and answers inquiries from elected officials, staff, the public, municipalities, federal/provincial representatives, business owners and outside agencies.

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 major responsibilities of the job.

### **QUALIFICATIONS**

1. A degree in Business/Commerce, Economics or an alternate related degree specializing in Economics, Urban Development, or equivalent combination of education and relevant work experience.
2. Proven knowledge in project/data management, analyses, measuring and reporting of business/economic development indicators and research – i.e. Labor force statistics & economic indicators.
3. Demonstrated experience working with government agencies focused on statistics and program administration related to business and economic development.
4. Ability to plan, assign and co-ordinate the work of consultants in a work team environment.
5. A high level of skill in research and problem solving, with excellent analytical abilities and a thorough knowledge of analytical research methodologies and computerized analytical techniques.
6. Working knowledge of development related legislation such as the Ontario Planning Act and Municipal Act etc.
7. Excellent verbal communications and interpersonal skills with the ability to express ideas effectively through formal presentations, as well as the ability to liaise with various groups, the public, business owners and varying levels of staff.
8. Demonstrated written communications skills, including report writing and administrative policy/procedure development.
9. Ability to balance several projects simultaneously and to meet deadlines is essential.
10. Capable of working independently as well as part of an interdisciplinary team.
11. Demonstrated experience in Administration of a CRM tool (preferably Salesforce).
12. Knowledge of GIS is an asset.
13. Proficiency in Word, Excel, Microsoft Outlook, PowerPoint.