

## CITY OF HAMILTON

### **PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT (LICENSING AND BY-LAW SERVICES DIVISION)**

#### **PROGRAM DEVELOPMENT ADVISOR - Non-Union**

##### **Job Summary:**

Reporting to the Manager of Animal Services, the incumbent is responsible for researching, developing, planning and implementing programs and services that meets the needs of residents and the animals in the City of Hamilton. The incumbent will prepare business cases, reports and presentations to Council for the Animal Services section. The incumbent will contribute by monitoring progress to ensure quality and timely delivery, reporting on the quality of assets, customer related issues, in accordance with regulatory, corporate and contractual standards.

Promote a service oriented culture and focus within the unit. Promote teamwork and integration within Animal Services, with customers and with community partners participating in cross-functional and cross-program initiatives.

##### **GENERAL DUTIES**

Researches and participates in the development of strategic initiatives and new programs which will achieve the City's strategic priorities and align with our corporate culture pillars.

Using best practices and internal/external benchmarking approach in seeking new innovative/creative methods, systems, research and analysis to support continuous improvement in the delivery of services provided by Animal Services.

Coordinates and reports on the Animal Services performance measures against established benchmarking by implementing strategies to improve effectiveness and efficiency within Animal Services.

Prepare business cases, written reports and presentations to Committee and Council for Animal Services recommending outlined preferred courses of action pertaining to Animal Services work plan and performance measures.

Develops and delivers quality customer focused services in a timely and cost effective manner, using best practices, ensuring that services are delivered in accordance with legislative requirements, City and Provincial guidelines through effective use of financial and staffing resources. Monitor, review and evaluate the effectiveness and performance of the services delivered by the Animal Services section and recommend methods of improving deficiencies.

Collaborate on the cross-functional teams with other City staff and stakeholders to clearly define goals and objectives.

Participates in multi-disciplinary teams, representing an engaged workforce by delivering sensational service to the public and stakeholders in alignment with our corporate culture pillars.

Provide creative leadership and direction while promoting teamwork and integration between multi-disciplinary teams comprised of internal and external staff participating in cross-functional initiatives.

Participate in the development and implementation of the Section work plans that includes goals, objectives and performance indicators for organizational units, and monitors and prepare reports and other documentation as required.

Administer and monitor the budget for services in accordance with established Corporate procedures, ensuring that project expenditures are within budgeted levels.

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.

Liaise with the general public, elected officials, consultants, stakeholders and other level of government on issues relating to the direct responsibilities of this position.

Participate in the functions of the Supervisor of Animal Services duties as required.

Perform other duties as assigned, which are directly related to the normal functions of the job as defined.

**Qualifications:**

1. Post-secondary degree/diploma in a related discipline or considerable experience, preferably in an operations environment.
2. Previous experience in designing and delivering customer focused programs and services.
3. Demonstrated experience of performance measurement and continuous improvement processes in a municipal environment preferred.
4. Excellent analytical, organizational, communication, report writing and presentation skills are required.
5. Possesses a high level of personal integrity with a demonstrated record of operational experience providing work direction related to service delivery.
6. Possess a demonstrated record of innovation/creativity, team advocacy, staff delegation and empowerment, participation in cross-functional teams, foster cooperative and collaborative working relationships with staff and stakeholders.
7. Excellent interpersonal skills, and demonstrated tact and professionalism and ability to function in a team based environment.
8. Demonstrated experience working with municipal by-laws, and provincial legislation.
9. Effective Time Management and prioritization are critical to the success of this position.
10. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
11. Knowledge of Sectional programs and services; the City's role, function, legislative and policy framework; and current issues affecting local government.
12. Excellent computer skills, in a Windows environment utilizing MS Office software. Extensive, knowledge of spreadsheet and database software. Extensive knowledge of Hansen would be considered an asset.
13. Valid Ontario Class "G" driver's licence.

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

\*\*\*\*\*