

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (BUILDING DIVISION – LOCATION – 71 MAIN ST. W.)

QUALITY MANAGEMENT & PROCESS SPECIALIST - BUILDING DIVISION

SUMMARY OF DUTIES

Reporting to the Director, Building & Chief Building Official will act as the Divisional consultant in support of developing performance measurement, continuous improvement initiatives, quality management as well as a robust Division wide operational regime with the objective of driving change that will positively affect the performance of the Building Division and enhance public service to the community.

This position will conduct audits of moderate to high complexity of Divisional operational activities and carry out special audits/reviews/risk assessments as requested by the Director.

Co-ordinates administrative activities within the Division as directed and follows-up on outstanding matters as needed.

Working closely as a team, providing back-up support to the Co-ordinator, Building Division and the Policy and Training Coordinator roles as needed in times of absence or workloads necessitates.

GENERAL DUTIES

Lead the development, implementation and management of a Division wide process improvement program by providing support and guidance to process owners and Divisional management through the identification of improvement oriented initiatives and undertaking projects.

Conduct audits of Divisional activities to determine the efficiency and effectiveness of the practices and standards implemented by management to ensure achievement of Divisional goals and objectives using appropriate audit techniques and experienced judgment to resolve issues and make improvement recommendations to the Director to be implemented by management.

Oversees the development and administration of an auditing program to document and identify opportunities for performance improvement throughout the Division and make improvement recommendations to the Director on all Divisional processes, policies, programs and identify opportunities for cost-reduction.

Make recommendations to the Director respecting key performance indicators (KPIs) important to the Division, Department, Corporation and building industry with an emphasis on dashboard style reporting. Researches, recommends, uses and maintains tools (e.g., dashboard visualization tools) to create materials (e.g., e.g. balanced score card, work progress tracking tables, charts) to support divisional objectives.

Develops and implements a performance standard for the Building Division as directed by the Director and recommends related monitoring KPIs through AMANDA to determine strengths and needs of staff, to identify training needs and goal setting measures to reach optimal performance levels. Includes oversight of development of performance indicator tools (e.g. 'dash boards' or similar).

Uses statistical analysis to make recommendations for business opportunities, enhanced services, process improvements and implementation.

Conducts research to determine methodological approaches, documents models, and designs and develops divisional data models to support Divisional objectives and activity requirements.

Synthesizes analytical outputs and materials to produce reports. Creates and contributes to reports for internal and external use (e.g., Council reports, memorandums, website materials) to communicate performance, financial, staffing levels and other building Division related activities for the purpose of sharing with internal and/or external persons/groups.

Provides input for and maintains components of Divisional and related datasets. Determines technical requirements to assist with evolving data needs. Liaises with Information Services to implement technical solutions that facilitate evolving data needs and performs related duties, as assigned.

Is accountable for meeting project specific objectives through effective and efficient planning using a risk approach with a strong emphasis on serving the interests of the City in all audits, analyses, reviews and projects undertaken.

Works closely with the city's Audit Services to ensure that the Division is in full compliance with city policies and best practices.

Where directed, work with all levels of management to ensure that changes and recommendations are implemented.

Analyze, re-engineer and implement streamlined business processes to optimize workflows

Meets with internal (Divisional, Departmental, Corporate) and external stakeholders and industry contacts (e.g., area municipalities, consultants, professional organizations) to acquire data and communicate Building Division data and information related to benchmarking and other service delivery indicators.

Plan and facilitate meetings, conduct interviews, and run working sessions.

Regularly communicate/interface and build strong relationships with all appropriate stakeholders and project team members

Collaborates with other Divisions to develop multi-divisional data models using temporal and spatial analysis methods and tools to analyze data in support of process development and implementation (e.g., business process, benchmarking, performance timelines, efficiencies). Performs comparative analysis with indicators published by agencies, associations or different levels of government (e.g. MBNCanada, Ministry of Housing, OBOA etc.)

Provides input into the Divisional training plan by identifying and assessing areas of improvement, needs and skills requirements. Involves reviewing the quality, quantity and performance of staff as identified in the employee job descriptions and Performance Accountability and Development (PAD) plans.

With the Policy and Training Coordinator is responsible for conducting research regarding policies and standard operating guidelines related to best practices, business processes and functions of the Division.

Responsible to coordinate initiatives/projects and manage programs and proposals as delegated and/or directed by the Director.

Writes and presents reports to Council or Committees thereof as directed by the Director.

Participates in the overall planning, coordination, decision making and creation of the Divisional annual work plan.

Liaises and consults with Advisory Committees and Council as directed.

Routinely deals with managers, staff and other municipal staff. Occasionally interacts with elected officials, other external agencies, builders, developers, and the general public. Expected to use communication skills to obtain the information from individuals beyond sphere of influence.

Provides back-up support to the Co-ordinator, Building Division and the Policy and Training Coordinator roles as needed in times of absence or workloads necessitates in the

- development of policies, procedures, guidelines and best practices to ensure consistent and appropriate interpretation related to relevant legislation(s), building code interpretations, zoning interpretations, best practices, enforcement and administration functions of the division to minimize liability for the municipality,
- development of divisional training plan by identifying and assessing needs and skills requirements, involving reviewing the quality, quantity and performance of staff as identified in the employees Performance Accountability and Development (PAD) plan.
- co-ordinates and directs Building Division Staff, at the discretion of the Director, by assigning, prioritizing and scheduling activities pertaining to Building Division requests, inquiries and complaints received through the Councillors' Office to ensure that Building Division services are provided efficiently and effectively.
- researches information from multiple sources, Divisions, Department, agencies, develops and provides written and verbal reports of inspection findings, actions and recommendations to Councillors' office for communication with constituents.

Drafts, creates and periodically presents presentations as directed.

Works independently with minimum supervision on multiple activities within the Division and the Planning and Economic Development Department, ensuring deadlines are adhered to, established procedures are followed and follows-up on outstanding issues as appropriate.

Works independently on general tasks, using the BCA / OBC and Divisional, departmental and general corporate policies and standards as references.

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 related to the responsibilities of the position.

QUALIFICATIONS

1. Ability to apply knowledge and theories of business administration and/or audit theory, normally acquired by obtaining a post-secondary degree in public/business administration, or other related field. Candidates with equivalent combination of education and experience will be considered.
2. Ability to deal effectively regarding sensitive or confidential matters with tact, discretion and diplomacy with elected officials, representatives of other levels of government, management, peers, staff and the general public.
3. Ability to lead, develop and administer a divisional innovation process without detailed instruction and supervision, organize and follow through with plans and solve problems and develop suggestions through the application of innovative and creative thinking, analytical skills and sound reasoning
4. Ability to perform audits without detailed instruction and supervision, organize and follow through with plans and solve problems and develop suggestions through the application of innovative and creative thinking, analytical skills and sound reasoning
5. Highly effective verbal and written communications skills with particular emphasis on presenting audit findings, preparing briefing material, and providing advice on various control and risk assessment strategies and processes
6. Knowledge and understanding of performance measurement, continuous improvement processes, statistical analysis and benchmarking.
7. Lean Six Sigma certification is desired.

8. Will possess a demonstrated record of technical competence, customer focus, innovation/creativity, team advocacy and commitment to results.
9. Ability to adapt to unique or changing situations and adjust audit scope and work methods accordingly
10. Proven understanding of municipal services and municipal relationships within the city and within other levels of governments and agencies
11. Highly developed concentration and accuracy skills is required in the completion of research and demonstrated competency to analyze complex problems and issues with above average analytical and problem solving skills
12. Demonstrated ability to maintain confidentiality, exercise good judgment and discretion in dealing with information and sharing only under the direction of the Director
13. Demonstrated tact, diplomacy and professionalism, personal integrity, and sound interpersonal skills; development of best outreach practices; high level of sensitivity to people representing various cultural, ethnic, and religious backgrounds are considered assets
14. Highly effective facilitation, presentation, conceptual problem-solving and education skills as required to run training sessions and to facilitate learning and focus sessions with the ability to multi-task
15. Must excel at planning, organizing, and implementing projects
16. Demonstrated ability to provide effective, efficient and superior customer service
17. Must be able to work on complex matters and meeting tight deadlines repeatedly daily
18. Must be self-motivated and capable of working independently, as part of a team and cross train as required to backfill the Policy & Training Co-ordinator, and Audit & Process Analyst roles
19. Proficient in a computerized Windows based environment with a working knowledge of Microsoft Office software (Outlook, Word, Excel and PowerPoint). Working knowledge of the AMANDA software application would be an asset

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

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