

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(SERVICE DELIVERY–LICENSING & BY-LAW SERVICES) LOCATION 330 Wentworth St N. 2nd floor

QUALITY MANAGEMENT COORDINATOR & DATA ANALYST

SUMMARY OF DUTIES

Reporting to the Manager of Service Delivery Licensing and Bylaw Services, the Quality Management Coordinator will provide support to a multi-functional workplace engaged in delivery and direction of services to the public and internal clients. The Quality Management Coordinator will be a resource and support for Managers across the division in developing performance measurement, continuous improvement initiatives as well as quality management. The Coordinator will specialize in administrative, analytical and technical work related to identification, evaluation, prioritization and implementation of the Division's strategic initiatives.

This position will lead reviews of moderate to high complexity of operational and transactional activities and carry out special reviews/risk assessments as requested by the Manager.

Using a "best practices" approach, this position develops and delivers quality service in a timely and cost-effective manner. This position will work with the Manager to establish, monitor and report on departmental KPI's and metrics to the Director of Licensing & By-Law Services.

GENERAL DUTIES

Lead the development, implementation and management of a Division wide process improvement program by providing insight and guidance.

Leads and is responsible for the development, implementation and ongoing updating of performance metrics for all operational support areas.

Leads and is responsible for the development and implementation of continuous improvement strategies to improve the effectiveness and efficiency of service delivery.

Use statistical analysis to identify performance trends and make recommendations for project opportunities/enhanced services.

Conducts reviews of Departmental activities to determine the effectiveness of the practices and standards implemented by management to ensure achievement of Departmental goals and objectives using appropriate audit techniques and experienced judgment to resolve issues and makes improvement recommendations to Manager and Director.

Oversees the development and administration of a reporting program to document and identify opportunities for performance improvement throughout the Department and makes improvement recommendations to Management on all Departmental processes, policies, programs and identify opportunities for cost-reduction.

Develops and implements a performance standard for the departments as directed by Management and recommends related monitoring KPI's through Amanda and Hansen 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.

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

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

Job Description #: 7620

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

Supports Director and Managers in analyzing, re-engineering and implementing streamlined processes to optimize workflows across LBS.

Drafts, creates and periodically presents presentations as directed.

Works independently with minimum supervision on multiple activities within LBS ensuring deadlines are adhered to, established procedures are followed and follows -up on outstanding issues as appropriate.

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.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Must be able to demonstrate a high level of expertise related to analytical and/or audit theory, normally acquired by obtaining a post-secondary degree. Candidates with equivalent combination of education and experience will be considered.
2. Demonstrated knowledge and understanding of municipal by-laws.
3. Must be detailed oriented, demonstrating analytical, problem-solving, organizational and reporting skills.
4. Excellent verbal and written communication, interpersonal skills and demonstrated tact and professionalism and ability to function in a team-based environment while maintaining the service delivery focus.
5. Demonstrated experience and skill to input and manipulate data accurately at an acceptable Intermediate speed. Able to create statistical reports and graphs by utilizing different resources.
6. Analytical and conceptual thinking, statistical, forecasting and financial skills.
7. Practical experience in process improvement or quality management using Lean Six Sigma or similar methodology would be considered an asset.
8. Must possess exceptional computer skills in Windows environment, utilizing MS Office software (Outlook, Word, Excel, Visio, Project, SharePoint and PowerPoint). Extensive knowledge of spreadsheet development and database management. Experience using web-based applications (e.g.) Legend, Amanda, Hansen, Command Center considered an asset.
9. Ability to perform process reviews without detailed instruction and supervision and organize and follow through with plans and solve problems. Demonstrated ability to develop suggestions through the application of innovative and creative thinking, analytical skills and sound reasoning.
10. Acute sense of confidentiality, respecting MFIPPA

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