

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT

(BUILDING DIVISION– CUSTOMER ENGAGEMENT– LOCATION – 71 MAIN STREET W. 3RD FLOOR)

MANAGER, BUSINESS OPERATIONS

OVERVIEW

The Manager of Business Operations will lead the vision for a new section which will oversee the diverse and critical administrative teams responsible for the day-to-day operations of the Building Division. The Building Division is looking to transform the way the public accesses our services in-person and online. As the Business Operations Manager, you are responsible for the day-to-day operations of the office administration staff along with maximizing customer satisfaction.

Reporting to the Director/Chief Building Official in the Building Division. Provides strategic leadership to a multi-functional workforce engaged in delivery of services to the public.

Recommends policies and long-range strategies in the delivery of services to meet mandated goals and objectives.

Accountable for establishing and achieving Sectional goals and objectives through the effective and efficient use of financial and staff resources.

Use industry best practices in developing and delivering quality services in a timely and cost-effective manner.

Evaluates and reports on the Section's service, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

RESPONSIBILITIES

You will assume lead accountability and responsibility for the Business Operations section and meet the growing needs of the residents and businesses of the City of Hamilton.

The Manager is accountable to the Director of Building Division for ensuring that the customer service and administrative services are provided in accordance with City and Provincial guidelines with minimal disruption to the public and in the most effective and efficient manner consistent with the City of Hamilton Mission and Vision.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Participates in strategic planning and direction of the Division.

Promotes teamwork and integration with other Building Division Sections and other Divisions/Departments, Agencies participating in cross functional and cross program initiatives.

Participates in the development of annual operating and capital budgets.

Provides professional consultation, including reports or reviews, as required, arising out of this area of responsibility for presentation to Council, its committees and/or sub-committees.

Participates and regularly acts as the spokesperson for the division regarding administrative functions such as building permit intake, building permit issuance, and record management in discussions/presentations to the Planning and Economic Development, Planning Committee, Council,

agencies, the development community, the public and the media. To attend various Committee/Council and public meetings as required.

Participates as a department lead and/or representative on various corporate committees/teams as required.

Advises design professionals, industry, and the public on related regulatory requirements.

Liaises with Provincial Ministries, adjacent municipalities and other agencies including Ministry of the Environment, Conservation and Parks, Niagara Escarpment Commission, Conservation Authorities, West End Home Builder's Association (WEHBA), Tarion, The Home Construction Regulatory Authority, the construction and real estate industries as well as legal counsel, professionals, and staff of other levels of government etc. regarding building regulatory and enforcement issues as required.

Creates a Key Performance Indicator (KPI) to measure the success of the business operations team in achieving its mandate. Establishes a target for the KPI and executes improvements to bring performance closer to target.

Implements customer service initiatives with a view to ensure a customer focused culture.

Empowers and develops reporting staff to perform their work in an independent manner.

Responds to various Corporate, Community, Provincial or Federal proposals for service initiatives, changes or enhancements.

Prepares work schedules, assigns duties to staff, establishes priorities, conducts staff hiring, monitors and evaluates staff performance, and developing training programs.

Directs and manages the general administration of the work areas under their jurisdiction by developing and recommending new policies and procedures and monitoring existing ones to maximize utilization of section resources.

Monitors the progress of work performance, program development, ensures timely, cost effective building plans review framework ensuring compliance with Provincial Statutes and municipal by-laws which control building construction by permit issuance and field enforcement.

Fully participates and supports the Performance Accountability & Development (PAD) process and ensures subordinates to do the same.

Records, analyzes, and coordinates solutions to complex technical problems related to the operation and performance of business applications within various departments and external partners and recommends any necessary enhancements to the application.

Actively participates in problem resolution for service delivery to meet customer requirements and/or solve customer problems.

Prepare materials and presentation sessions (in-person and virtual) to assist the public with the building permit process and other various educational initiatives.

Liaise between Building and the Information Technology department. Understand the business requirements and identify how technology can best meet our needs. Champion our initiatives through the implementation of sustainable and forward-thinking solutions.

Provides supervision of, and support for, the development, test, and implementation of Building Division software systems.

Performs other duties as assigned which are directly related to the responsibilities of the position or in support of Divisional, Departmental or City initiatives.

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.

QUALIFICATIONS

1. Progressively responsible management experience and demonstrated experience related to managing business and/or public administration, normally acquired by a College Diploma/University Degrees in Business/Public Administration or a related field with progressive experience or equivalent combination of education and relevant work experience or disciplines pertinent to the job functions.

. Excellent people skills and demonstrated experience in supervisory, coaching, leadership and team building skills as well as demonstrated senior level experience in managing teams within a unionized environment.

5. Familiarity with the Development and Building Permit process would be an asset.

6. Highly developed analytical and business planning skills with a proven track record for long term visioning and big picture thinking.

7. Demonstrated ability to manage multiple projects concurrently.

7. Highly developed ability to lead and inspire others.

8. Practical experience in process improvement using Lean Six Sigma or similar methodology preferred.

9. Conflict resolution and mediation skills.

10. Excellent presentation and facilitation skills.

11. Highly effective leadership, facilitation, communication, interpersonal and organization skills in predominantly unionized environment.

13. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results-oriented environment.

14. Experienced in delivering customer focused programs and services.

15. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.

16. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development and are results oriented.

17. Possess a high level of personal integrity and are an excellent communicator.

18. Computer literacy in electronic mail, Internet, word processing, spreadsheet applications.

20. Experience in establishing and driving Key Performance Indicator (KPI) to target using Continuous Improvement techniques is considered an asset.