

## CITY OF HAMILTON

REVISED AUGUST 16, 2017

### PUBLIC WORKS DEPARTMENT

(TRANSPORTATION & OFFICE OF THE ASSOCIATE GENERAL MANAGER DIVISION – POLICY & PROGRAMS  
- LOCATION –77 JAMES STREET NORTH, SUITE 400)

### COMMUNITY PROGRAM ANALYST – CUPE 5167

#### SUMMARY OF DUTIES

Reports to the Supervisor, Program Development within the Policy & Programs Section of the Transportation & Office of the Associate General Manager Division of Public Works.

The Community Program Analyst assists in the development, implementation, and evaluation of the Divisions' communication and stakeholder engagement initiatives. Support the development, implementation, and evaluation of pilot programs and other multidisciplinary initiatives that meet the strategic priorities of the corporation. An active member of internal and external project teams, act as a liaison with various stakeholders, and assume the lead on project-based initiatives as required.

#### GENERAL DUTIES

Assist in the development, coordination and implementation of communication strategies and plans for the Section, various Divisions within Public Works, and the Public Works Department as required.

Research and prepare reports as they relate to program and policy development, and strategic communication for the Division.

Liaise and engage interest groups, contractors, schools, private industry and the general public with respect to the Division's initiatives. Coordinate and represent the City on various working groups and committees composed of a range of internal and external stakeholders.

Receive, investigate and respond to inquiries from the general public, private industry, other municipalities and staff.

Design and develop presentation, educational, promotional, and other communications materials.

Coordinate the development and maintenance of policy & programs', and the Division's internet webpages.

Track, monitor, evaluate, and make recommendations based on program and participant data from Sectional, Divisional, or Departmental strategic initiatives as required.

From time to time, investigate appropriate federal, provincial, and other subsidies and grants; and complete applications to obtain funding for city initiatives.

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.

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

**QUALIFICATIONS**

1. Proven knowledge of the theories and practices of communication strategies normally acquired through the completion of a University Degree or Community College Diploma in Public Relations, Communications, Marketing or a related discipline with previous experience related to the duties listed below.
2. Demonstrated experience in communications and stakeholder engagement.
3. Exceptional verbal and written communication skills gained through experience: delivering presentations, editing publications, interpersonal communication on project teams, and the ability to relate effectively with external stakeholders and the public.
4. Ability to research, design, develop, and analyze a variety of standard communication methods including surveys (data collection), focus groups, brochures, pamphlets, FAQs, webpages, videos, etc.
5. Experience in evaluating programs and services against operational standards, service delivery, and budget requirements. Experience in using data to provide recommendations of continual improvement.
6. Excellent working knowledge of Microsoft Office Suite. Design software such as Adobe Illustrator/Photoshop, or other similar desktop publishing/design software an asset.
7. Demonstrated ability to plan, organize and implement a variety of projects with competing deadlines. Must possess initiative, good judgement, and demonstrated tact and professionalism.
8. Must possess a valid Class "G" driver's Licence and have access to a personal vehicle (member of car sharing program is permitted).