

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

WASTE MANAGEMENT DIVISION – WASTE POLICY AND PLANNING

LOCATION – 100 KING ST. W. 14TH FLOOR

COMMUNITY PROGRAM ANALYST- WASTE MANAGEMENT- CUPE 5167

SUMMARY OF DUTIES

Reporting to the Project Manager of Community Outreach in the Waste Policy and Planning section of the Waste Management Division, the Analyst assists in the development, design, implementation, and evaluation of the Divisions' education and stakeholder engagement initiatives to meet City's strategic priorities. The Analyst is an active member of internal and external project teams, acts as a liaison with various stakeholders, and assumes the lead on project-based initiatives as required.

GENERAL DUTIES

Assist in the development, design, coordination and implementation of education strategies and plans for the Waste Management Division as required.

Research and prepare reports as they relate to program and policy development.

Contribute to strategic communication plans for the Division.

Maintain a computerized system related to divisional communication, education, outreach and overall program performance.

Liaise and engage interest groups, volunteers, 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, industry associations, other municipalities and staff.

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

Coordinate the development and maintenance of the Division's internet webpages as well as other applicable communication technology including apps and social media.

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

Investigate appropriate federal, provincial, and other subsidies, grants and recognition programs; and complete applications to obtain funding or recognition 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 internal and 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, newsletters, FAQs, webpages, videos, etc.
5. Experience in evaluating programs and services against operational standards, service delivery, and budget requirements. Experience in using data to identify trends and provide recommendations of continual improvement.
6. Excellent working knowledge of Microsoft Office Suite-Design software such as Adobe Illustrator/Photoshop / InDesign, or other similar desktop publishing/design software would be 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 License and have access to a personal vehicle (member of car sharing programs is permitted). Daily travel is required. Must be able to work fluctuating hours while supporting the operating program.

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