

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

TRANSPORTATION OPERATIONS & MAINTENANCE – BUSINESS INITIATIVES LOCATION – VARIOUS LOCATIONS

BUSINESS SERVICES SUPPORT ANALYST- CUPE 5167

SUMMARY OF DUTIES

Reporting to the Capital Rehabilitation and Technical Co-Ordinator. Provides administrative and financial support for the program. Responsibilities include monitoring, evaluating and reporting of various programs, performs duties associated with the programs and services provided by the Business Services Section to facilitate the efficient operations of the division.

GENERAL DUTIES

Collects and analyses data; prepares scheduled and special reports; maintains program records and statistical information using software-based spreadsheets and MMS systems.

Assists with the design and compilation of data into reports, databases, webpages, and other information and presentation tools.

Participates in continuous improvement initiatives through evaluating sectional policies, procedures, programs and operational standards and provides recommendations for improvement strategies where required.

Oversees accounts receivable work orders to ensure completeness and timely billing to third parties.

Prepares Request for Invoices to third parties.

Acts a liaison on accounts receivable issues between the division and finance.

In collaboration with subject matter experts in the divisional business units, research, compile, review, write, edit content for manuals for use by staff.

Prepare training and presentation materials and facilitates training sessions with Business Services on new and changing processes in conjunction with sectional service objectives.

Assists and supports multiple activities in ensuring divisional deadlines are adhered to and established procedures are followed.

Assists with monitoring, evaluation and reporting of sectional KPI's to support tactical and strategic program management.

Maintain accurate records including all files as required.

Liaise with all levels of management, Supervisor, Elected Officials, other departments, outside agencies and contractors by telephone, in person, email and fax on behalf of Traffic section.

Records, transcribes and maintains minutes of meetings as required.

Provide data entry support and coordination for the Operations Services Representatives and Business Services Clerks as required.

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 experience and knowledge in business operations with a strong focus on technical support, and customer service normally acquired by obtaining a Two-Year College Diploma in Business Administration **or** Business/Financial Accounting or a relevant discipline with related experience or a combination of equivalent education and relevant work experience.
2. Previous administrative experience in a customer service capacity, preferably with Transportation Operations & Maintenance knowledge or similar operations experience.
3. Demonstrated knowledge of basic accounting and related financial reporting requirements typically acquired by the completion of College level courses and/or the equivalent education and related work experience.
4. Excellent knowledge of computer applications in a Windows environment, working knowledge of Windows, Microsoft Word, Excel, Outlook, PeopleSoft and MMS (Hansen). Ability to input data accurately at an acceptable speed (intermediate) and the ability to create reports by bringing information together from various sources.
5. Excellent people skills with an emphasis on customer service. Ability to display demonstrated tact and professionalism in dealing with elected officials, customers, supervisors and peers.
6. Experience explaining and applying regulations, governing by-laws or policies to carry out assignments and apply them to specific situations.
7. Effective verbal and written communication skills are essential.
8. Ability to work effectively with others and to display and foster teamwork within the work unit.
9. Must possess initiative and good judgement and be able to work independently.
10. Preference will be given to applicants with progressive experience in a municipal office environment.
11. Valid Ontario "G" license with access to a personal vehicle for travel to locations.

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