

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

(ENVIRONMENTAL SERVICES DIVISION – PARKS AND CEMETERIES - LOCATION – 100 King St. West, 14th Floor, L8P 1A2)

### POLICY/PROGRAM ANALYST (PARKS AND CEMETERIES)–CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Senior Project Manager of Parks and Cemeteries, the Policy/Program Analyst is responsible for research, analysis, planning and implementation of a variety of strategic projects, policies and programs for the Parks and Cemeteries Section. Work will also support existing programs and ad-hoc analysis and reporting. The Parks and Cemeteries Project Specialist has a strong collaboration role with sectional staff and management team, staff from other City Departments and community stakeholders in a variety of cross-functional teams .

#### GENERAL DUTIES

Researches and analyzes, develops and implements new programs, strategies or projects, which will achieve the City's short- and long-term operational objectives for the Parks and Cemeteries Section.

Researches, prepares and presents position papers on operational policies and programs as well as changes and initiatives to effectively communicate trends, analyses and recommendations. Writes reports for Council, fact sheets and other internal and external correspondence.

Develops and implements strategies to improve the effectiveness and efficiency of programs and services meeting community needs, based on research, demographics and trends. Participates in grant writing and overseeing and reporting on initiatives.

Participates in the development of reporting mechanisms for the preparation and monitoring of annual operating and capital budgets for projects and programs, including effective cost control through utilization of performance standards, specifications, work programs and procedures, monitoring of cost control reports and statistical data.

Coordinates the negotiation of licenses and leases as directed by Parks and Cemeteries Management. Develops and manages the portfolio of licence and lease agreements including related work plans, data management, compliance and account management.

Liaise with project clients, team members and stakeholders as well as relevant sectional contacts and other corporate staff to resolve issues and deliver projects.

Monitors, maintains and updates park inventory computerized database; gathers and verifies inventory data from various sources; provides training, assistance and updates to other users. Writes and maintains user manual.

Provides input on the development and evolution of performance standards for programs and services which ensure that identified outcomes are met.

Responds to inquiries in a timely and professional manner by investigating, evaluating and implementing solutions which focus on effective customer service.

Participates in an effective network of communication with management and other staff, various public/private sector agencies, user groups, contractors, constituents, City departments and other levels of government.

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.

Performs other duties as assigned which are directly related to the responsibilities of the position.

**QUALIFICATIONS**

1. Demonstrated knowledge and competence in providing analysis and supporting the development and implementation of initiatives normally acquired through a combination of a University degree in Business Administration, or Commerce, Economics, or a degree or the completion of a College Diploma in a related discipline and demonstrated experience preferably within a Municipal setting.
2. Proven research, analysis and writing skills.
3. Proven experience in customer service delivery programs and project organization.
4. Must possess highly developed skills in report writing, data analysis, written, verbal and graphic presentation skills, time management, organization and the ability to participate on diverse teams and work with all levels of the organization.
5. Must be able to balance competing interests based on the results of research, best management practices, budgets and/or consultation.
6. Experience in evaluating programs, statistics and services against operational standards, service delivery, and budget requirements.
7. Strong experience in a computerized environment. Good working experience in Word, Excel, Microsoft Outlook, Microsoft Project, Access, PowerPoint, GIS, desktop publication and database software applications.
8. Possesses a demonstrated record of strong team advocacy, innovation/creativity, assumption of responsibility and is results orientated.
9. Must possess a valid Class "G" Driver's Licence and the provision of a personal vehicle.

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