



Help us get there.



We're building change in Brampton.

The urban centre we serve is one of the youngest, fastest growing, most diverse cities in the country. We're aiming high and thinking big, to position Brampton as an emergent global city of the future.

Leaders in our organization understand success requires passion, creativity and agility. We value progress over process. We hold each other accountable. We are a team who is engaged, excited and empowered to deliver results for Brampton.

**BUSINESS PROCESS ADVISOR (2)
(1 – FULL TIME; 1 - 12-MONTH CONTRACT)**

Are you future ready? This new division is looking for a “non-traditional” Business Process Advisor. We are looking for an agile team player that understands both the business domain and customer needs to define requirements and quality standards. You will play an integral role in the delivery and definition of the corporate quality assurance & management program, as a facilitator and analyst. With the Service Innovation & Corporate Performance team, you will be driving continuous improvement.

AREA OF RESPONSIBILITY:

Reporting to the Manager, Service, Quality & Experience this business process professional works as part of a team accountable for: Identifying and implementing opportunities to improve internal and external customer service delivery; capturing business requirements; developing and maintaining related processes and documentation; ensuring quality assurance; training and facilitation to support corporate strategies and operations; project or system enhancement initiatives that cross the City's various lines of business.

1. Business process analysis and configuration. Manage business improvements through the identification, analysis and documentation of gaps between current and desired end state processes; identify service/system process integration points, opportunities for standardization, simplification and process automation, as well as individuals or groups responsible for tasks within processes.
2. Business Relationships. Establish and manage effective cross-functional relationships in order to develop customer service and process improvement solutions. Liaise with City employees at all levels to collect, translate and document current and future business requirements. Identify business process and practice improvements, develop and prepare business cases, evaluate and recommend solutions to meet emerging needs. Liaise with other public and private sector organizations to obtain information regarding relevant industry best practices, standards and procedures.
3. Implementation and Customer Support. Support the implementation of process and system changes to ensure business requirements, implications and impacts of initiatives are accurately defined and understood, and leadership decisions regarding change initiatives are informed and based on a thorough analysis and recommendations. Plan and coordinate implementation activities for approved service and business improvement initiatives. Provide customer support pertaining to process changes required and to all stakeholders of the processes. Develop, implement, train, coach and advise employees on relevant

procedures and policies. Participate in other assigned projects related to supporting effective customer service delivery.

4. Written Communications. Create meaningful and influential documents, including business maps - workflows, processes, procedures, roles and responsibilities - and business cases with recommendations. When changes are made, ensure that current comprehensive procedural documentation is created.

SELECTION CRITERIA:

- Diploma/Degree in Business Administration, related discipline or the equivalent;
- 3-5 years experience developing and implementing business process improvement solutions within complex organizations, preferably in a unionized environment;
- Strong quantitative and qualitative analytical and problem-solving capabilities combined with excellent communication, influencing and interpersonal skills;
- Experience implementing and supporting enterprise technologies, such as contact centre, web portals, GIS, CRM, asset and work order management systems.
- Change management, coaching and training experience;
- Working understanding of project management, business process and IT lifecycles and methodologies; respective certifications are assets.
- Proficient in MS Office, Visio and Project;
- Knowledge of methods, processes and procedures of municipal government is an asset.
- Flexibility to occasionally work varying hours to effectively support 24x7 service operations.
- Access to transportation/use of own vehicle for frequent travel to City facilities

***Various tests and/or exams may be administered as part of the selection criteria.*

TO APPLY: Please apply online, quoting file number: 102660 by **September 25, 2017** at: www.brampton.ca/employment or via www.workopolis.com and search for key words City of Brampton. If you require assistance with the application process, please contact us directly. We thank all applicants; however, only those selected for an interview will be contacted. The successful candidate(s) will be required, as a condition of employment, to execute a written employment agreement. We are dedicated to equal opportunity.

The City is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you are contacted for a job opportunity, please advise the Human Resources Division of any accommodations needed to ensure you have access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially.