



Business Improvement Officer - Innovation Support

Job Opening ID 1568

Posting Date: October 16, 2023 – Closing Date: October 24, 2023

Job Description

Section: Traffic and Transportation Support

Division: Infrastructure Capital Planning

Department: Growth and Infrastructure

Initial Reporting Location: Frobisher

Job Status: Limited position

Number of Vacancies: 1

Affiliation: Inside Unit

Estimated Probable Duration: Seven (7) months

Hours of Work: 70 hours bi-weekly

Shift Work Required: No

Range of Pay: Group 14 \$37.52 to \$46.04 per hour

This job is being posted as a **Development Opportunity**. Should there be no fully qualified candidate for this position, a candidate who can be expected to meet the required qualifications within a reasonable period of time may be considered for this position as a development opportunity.

Development Opportunity Range of Pay: \$34.68 to \$42.44 per hour. The successful candidate to a development opportunity will be paid at the reduced range until the minimum qualifications have been met.

The start date will follow the selection process.

Characteristic Duties: Under the general supervision of the Manager of Transportation and Innovation Support.

1. Lead, coordinate and facilitate multiple business improvement projects related to: risk assessment and risk reduction, process efficiencies; service delivery effectiveness; work-load management; quality assurance; organizational performance management; tactical and strategic planning practices.
2. Lead, coordinate and facilitate technology implementation projects that support business improvement projects to improve efficiency.
3. Analyze current business practices and research best-practice business methodologies that will enhance the efficiency and effectiveness of the Department.
4. Provide expert advice and consultation on the implementation and use of one or more business best-practice methods including: LEAN business process design, work centered analysis, statistical process control, performance management using KPI methodologies, and requisite leadership practices.
5. Audit business system performance to ensure best-practice methodologies are being effectively utilized as per approved policy and defined business process.
6. Research, analyze and develop reports related to operational performance or potential operational

improvement by compiling information from multiple internal or external sources using advanced business intelligence, data extraction and statistical techniques.

7. Develop documents required for acquisition and implementation of technology solutions; such as request for proposals, request for quotes, statement of work, and business specifications.
8. Liaise with all divisions and sections within Growth and Infrastructure and throughout CGS; external partner agencies; vendors, service provider, and regulatory agencies.
9. Coordinate resolution of issues related to technologies on behalf of the end-user by liaising with vendors, the Information Technology (IT) Department and technical support personnel.
10. Support the Department's benchmarking activities as directed.
11. Contribute to the Department's knowledge management initiative by providing detailed process documentation related to business processes, roles, responsibilities, and daily activities of the position.
12. Develop and maintain a thorough working knowledge of CGS's Safety Manual and the applicable Provincial Legislation listed therein.
13. Perform other related duties as required.

Qualifications:

- University degree in a related discipline from a recognized University with Canadian accreditation.
- Project Management Professional (PMP) certification and/or Six Sigma accreditation (Green Belt or higher) is considered an asset.
- Minimum of two and one half (2½) years to five (5) years of progressive experience related to one or more of: facilitation of business improvement initiatives, implementation of business best-practice methodologies, facilitation of quality improvement initiatives, and/or acting as project manager leading multidisciplinary teams.
- Experience in a Municipal government setting is an asset.
- Excellent knowledge of business improvement methodologies and theories: such as SPC, LEAN, Six Sigma, Requisite Organization, Organizational Physiology, Change Management and Functional Work Analysis.
- Practical knowledge of project management methodologies and best-practices.
- Able to function independently.
- Able to manage concurrent complex projects with demanding schedules.
- Ability to identify and analyze business opportunities and recommend actions for improvement.
- Excellent critical thinking skills.
- Good time management skills.
- Well developed interpersonal skills, able to work with personnel from all levels of the organization.
- Travel to multiple work sites with the City is required.
- Demonstrate an intermediate ability related to computer software and administrative systems in a Windows environment (e.g. file maintenance, word processing, spreadsheet applications, information input and retrieval, etc.).
- Excellent use of English; verbally and in writing.
- French verbal and written communication skills considered an asset.
- Must be physically capable of operating a vehicle safely, possess a valid driver's licence, have an acceptable driving record, and personal insurance coverage.

How To Apply

If you are viewing this job posting through a website other than the City of Greater Sudbury's, please visit www.greatersudbury.ca/jobs to apply online.

We must receive your resume before 11:59 p.m. on Tuesday, October 24, 2023. For those providing a French language resume, please also include an English version.

1. Click on the **Apply for Job** button.
2. Follow the step by step application process.
3. Ensure you attached a cover letter and resume. Acceptable file types are:
 - .doc
 - .docx
 - .txt
 - .pdf
 - .rtf
4. Once completed, review your application and click on the **Submit** button.
5. Upon submission of your application, you will get a confirmation on the screen that your application has been successfully submitted. You will also receive an e-mail confirmation to the e-mail address on your profile.

All applicants are thanked for their interest in this position. Only those selected for an interview will be contacted. If contacted, and you require a disability related accommodation in order to participate in the recruitment process you must advise the Hiring Manager.

Live outside Canada or new to Canada?

The City of Greater Sudbury is dedicated to maintaining a fair, inclusive, and equitable work environment and our City welcomes qualified applicants from anywhere. To learn more about working in Canada, visit this webpage: [Applicants Living Outside of Canada \(greatersudbury.ca\)](#)

Contact Us:

For technical difficulties, issues, questions or accommodations with an application made online email myJOBS@greatersudbury.ca