

At the City of Brampton, our focus is people. From our employees to the community we serve, people are at the centre of everything we do. Our city is a living Mosaic made up of 250 cultures and 171 spoken languages. Recognized by **Forbes** as one of Canada's top employers and **Maclean's** best communities in Canada, the City of Brampton is a dynamic and innovative place to work and experience. We want you to join us in serving our diverse community with pride and passion.

Our Focus Is People ●●●●●



**JOB TITLE:** Coordinator, Parks Business Operations

**DEPARTMENT:** Community Services

**POSTING NUMBER:** 105880

**NUMBER OF POSITIONS:** 1

**JOB STATUS & DURATION:** Temporary 12-months

**HOURS OF WORK:** 40 hour workweek

**LOCATION:** Hybrid Model\*– when working onsite, you will report to the location of Williams Parkway Operations Center

**SALARY GRADE:** 5

**HIRING SALARY RANGE:** \$84,403.00 - \$94,954.00 per annum

**MAXIMUM OF SALARY RANGE:** \$105,504.00 per annum

**JOB TYPE:** Management and Administration

**POSTING DATE:** February 5, 2024

**CLOSING DATE:** February 16, 2024

## AREA OF RESPONSIBILITY:

Reporting to the Director, Parks Maintenance & Forestry, the Coordinator will provide business process support services to the Parks Division. The Coordinator is responsible for managing the day-to-day operations of Parks systems and developing a long term strategy to ensure continuous service level improvement. The Coordinator is responsible for market scans, recommending and implementing best practices on the Division's processes that supports internal and external stakeholders, including residents, City of Brampton Council and front line staff. Update and maintain webpage content for the Parks division. This role will also be the project manager of systems that support the division's customer service experience and all other related operating systems. The Coordinator will provide consultation, recommendations, reporting and training support to the team, business units, and the Parks Management Team for various operational systems on an ongoing basis.

## Supervision, Leadership and Staff Development

- Recruit, train, manage, coach and provide guidance to promote effective full and part time employee relations and encourage increased moral, innovation and productivity to meet business needs
- Ensure confidentiality of all matters discussed pertaining to the Parks Management team
- Develop strategy to ensure quality assurance, including work plans, milestones, metrics, and targets
- Manage adherence to governing legislations and regulations; corporate policies, procedures, standards and guidelines
- Evaluate training needs for the team and Parks division, and manage execution of staff trainings, orientations and meetings relating to business operations
- Ensure current self-knowledge of technical skills for staff development

## **Customer Service**

- Continuous improvement of customer experience through anticipating, managing and resolving concerns, requests inquiries and successes
- Lead the process of monitoring and providing routine reporting on sensitive customer service request while exercising tact and confidentially in a timely manner
- Act as a City of Brampton representative on external committees, associations, and working groups to gather information, discuss emerging trends, best practices and challenges, and to develop partnerships
- Develop a strong working relationship with key internal customers and organize and direct effective project team for the successful delivery of strategic projects and City initiatives
- Build, maintain and support cross-functional departments relationship with management staff to ensure a thorough understanding of operational needs of all stakeholders
- Escalate complex issues to appropriate level for resolution

## **Operation Support**

- Manage, facilitate and lead strategic projects and initiatives to support and advance the departmental plans and projects to maintain a high standard of project delivery
- Identify factors which may impact strategies and develop, facilitate and ensure the implementation of new processes for continuous service level improvements are implemented
- Provide expert advice and guidance on the identification of process issues, improvement and sustainment of optimized business processes
- Empower staff with the required system knowledge throughout the Parks division
- Identify performance, efficiency and innovation improvements on behalf of client groups
- Lead analysis (data, performance measures, goals and objectives) and provide facilitation with organizational leaders in reviewing existing business practices and processes
- Manage internal business requirements engagements within the Parks division to determine user requirements, system restraints, and processes maps (current, optimized and future state)
- Conduct regular market scans to identify and evaluate alternative systems and processes to improve customer experience and staff efficiency, with impact analysis
- Support the research, development and maintenance of various webpages for the Parks division by providing relevant operational and project updates, in collaboration with Strategic Communications
- Develop a long term strategy for Parks systems and processes focusing on continuous service level improvement

## **Corporate Contribution**

- Participate in business and other reviews to improve service delivery and integration of the development goals and objectives with key City departments
- Identify opportunities and challenges and recommend best practice solutions
- Maintain knowledge of all laws, regulatory, judicial mandates, ordinances, legislative various acts, codes and by-laws set out by Federal, Provincial or Municipal levels of government

## **Administration**

- Prepare reports for Parks Director which may include the collection and analysis of data, market scans, process reviews, team performance metrics etc.
- Manage and review daily, weekly and seasonal reporting
- Adherence to all mandated deadlines

## **SELECTION CRITERIA:**

## **EDUCATION:**

- Post-secondary degree or diploma preferably in related field (i.e. Business Management, Information Technology, Bachelor of Commerce, Bachelor of Technology, Computer Science, Marketing) or equivalent

### **REQUIRED EXPERIENCE:**

- Minimum 3 years' experience in marketing, project management, or systems analysis and management

### **OTHER SKILLS AND ASSETS:**

- One year supervisory/team lead experience working with staff and volunteers
- Cityworks, GIS and/or AVL software experience considered an asset
- Experience with Project Management and/or coordinating the work of others considered an asset
- Experience in leading change and deploying business improvement programs using Lean, Six Sigma and/or other methodologies is an asset
- Excellent public relations skills and ability to effectively deal with the public
- Strong customer service and people skills; Interface with internal and external customers to meet corporate service standards
- Knowledge of provincial and other legislative regulations pertinent to program discipline
- Exposure to budgeting and financial management
- Ability to identify business needs, initiate and coordinate project resource requests
- Excellent organizational skills; detail oriented, well organized able to coordinate activities and tasks meeting conflicting priorities and timelines
- Ability to prioritize highly complex tasks with critical deadlines
- Highly-developed analytical skills for complex problem solving
- Proficiency in MS Office
- Valid Ontario non-probationary Class G Driver's License and have access to a vehicle

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

**Interview:** Our recruitment process may be completed with video conference technology.

As part of the corporation's Modernizing Job Evaluation project, this position will undergo an evaluation which may result in a change to the rate of compensation. Any changes affecting this position will be communicated as information becomes available. \*Our Hybrid Model is subject to change.

If this opportunity matches your interest and experience, please apply online [at: www.brampton.ca/employment](http://www.brampton.ca/employment) quoting **reference #105880 by February 16, 2024** and complete the attached questionnaire. 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. A criminal record search will be required of the successful candidate to verify the absence of a criminal record for which a pardon has not been granted.

As part of the application process, applicants will be invited to complete a self-identification survey. The survey is voluntary. Participation in the survey will have no impact on hiring decisions. Should you wish to opt out of completing the survey, please select "prefer not to answer" as a response to each question. All information collected is confidential and will not be shared with the hiring manager. The surveys will be anonymized and will be kept separate from applicant or employee files, such that the individuals who completed the surveys will not be identifiable. The results of the survey will assist in the analysis of disaggregated metrics for organizational planning purposes and our commitment to advance and foster diversity, equity, and inclusion. The City may use anonymized data to produce aggregate reports for internal or external use.

Please be advised, the City of Brampton uses email to communicate with their applicants for open job competitions. It is the applicant's responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence via email (i.e. testing bookings, interview dates), it is imperative that applicants check their email regularly. If we do not hear back from applicants, we will assume that you are no longer interested in the Job Competition and your application will be removed from the Competition.

If you would like to request content in an alternate format, please contact the Accessibility office by submitting a new [Alternate Format Request](#).



*The City is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accommodations at any point during the application and hiring process, please contact [TalentAcquisition@brampton.ca](mailto:TalentAcquisition@brampton.ca) or 905.874.2150 with your accommodation needs, quoting the job opening ID#, job title. Any information received relating to accommodation will be addressed confidentially.*