

## Supervisor, Business Services

### Why Guelph?

When you join the City of Guelph, you join a team of over 2000 employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment. As a single tier municipality, we offer a variety of occupations and career specialities within our organization. Guided by the goals and objectives of the Future Guelph: Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision for an inclusive, connected, prosperous city.

### What we offer

We offer competitive wages and comprehensive benefits to meet the needs of our diverse employees. Many of our positions offer:

- Paid vacation days, increasing with years of service
- Paid personal days;
- Defined benefit pension plan with OMERS, including 100-per-cent employer matching;
- Extended health and dental benefits, including Health Care Spending Account;
- Employee and Family Assistance Program;
- Parental leave top up program;
- Learning and development opportunities including tuition assistance
- Employee recognition programs.

### Position overview

Resumes are being accepted for the position of Supervisor, Business Services within the Environmental Services Department. Reporting to the Manager of Business Services, this role responsible for leading administrative functions across the department (five divisions), direct provision of customer relationship management, and manage efficient business practices and service delivery to both internal and external stakeholders.

### Key duties and responsibilities

- Provide all aspects of supervision including recruitment, training, development and addresses performance management issues with assigned staff.
- Create a motivated, supportive and accountable work environment dedicated to continuous improvement.
- Provide visible and positive leadership to staff, developing and nurturing a work environment that is inclusive, respectful and motivating.
- Participate in budget preparation, forecasting, monitoring and reporting for the division related to operational and capital budget needs.

- Manage quality control and efficiency of financial based activities and provide authorization of procurement, customer invoicing, and payments.
- Oversee and ensure the timely and accurate processing of departmental payroll and financial requirements (ie: timecard entry and management, accounts payable, accounts receivable, Visa reconciliation, journal entries).
- Support procurement of major services, materials, supplies, and equipment; develop and support service agreements and contracts; develop and award Tenders, RFP's, RFQ's.
- Provide customer service support for resolving customer inquiries, complex customer service issues, and utility billing discrepancies.
- Review, develop, implement and monitor best practices, policies, and procedures to optimize administration, including the areas of information management and aligning with corporate standards.
- Collaborate and liaise with various departments and peers to meet corporate deliverables and to ensure a consistent approach for all business practices.
- Act as the departmental representative on corporate working groups and special projects, including corporate stakeholder relationship management, policy development, business system enhancements and upgrades, amongst other assignments.
- Responsible for establishing, managing, and monitoring levels of service for all operational area programs including provision of all services in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
- Define and develop performance reporting metrics to support continuous improvement.
- Prepare and execute annual and multi-year business plans for area of responsibility.
- Assess operational needs and ensures adequate resources are available (materials, equipment, staff) to support staff in meeting work objectives.
- Manages response to customer, council, and media requests for information related to areas of responsibility.
- Oversee health and safety for the program area ensuring compliance with the OHSA, corporate policies, and division specific SOP's.
- Prepare reports, policies, procedures and standards for the division.
- Provide coverage for other management staff as needed.
- Perform other related duties as assigned.

## Qualifications and requirements

- Completion of post-secondary education in Business Administration or related discipline. Candidates with an equivalent combination of education and experience will be considered.
- Experience providing leadership and supervision to a customer service team, preferably in a unionized environment.
- Experience with budget preparation, financial management and reporting, and procurement processes.
- Experience in a utilities environment such as water, wastewater and/or solid waste would be preferred.
- Experience in vendor management and service delivery.
- General knowledge and understanding of municipal financial administration and accounting.
- Experience preparing and implementing policies, procedures and training programs.
- Project management skills with the ability to manage multi-faceted, concurrent projects and tasks.

- Excellent analytical and organizational skills with the ability to manage multiple tasks and deadlines in a demanding environment.
- Ability to communicate effectively and establish and maintain effective working relationships with a diverse group of stakeholders.
- Excellent customer service skills with the ability to resolve customer inquiries/complaints in an effective manner.
- Advanced skills in Microsoft Office (Word, Excel, Outlook and PowerPoint).
- Knowledge of the Occupational Health and Safety Act.
- Experience with Maximo, WAM, JD Edwards, Kronos, FMW, or customer service/billing software would be an asset.
- Experience with the implementation, monitoring and optimization of customer relationship management systems would be an asset.
- Experience in a municipal or public sector environment would be considered an asset.
- Must possess a valid Class "G" driver's licence with a good driving record and access to a reliable vehicle. Successful candidates will be required to provide a current driver's abstract prior to their start date to confirm their licence is held in good standing and that it has not been suspended or revoked under the Highway Traffic Act (HTA) or Criminal Code of Canada in the last 5 years. The City of Guelph will take into consideration the number of demerit points and/or nature of the infractions to determine if it meets our requirements.

## Hours of work

35 hours per week Monday to Friday between the hours of 8:00 am and 4:30 pm. Flexibility would be required to attend evening meetings and to meet departmental needs.

## Pay/Salary

Non-Union Grade 5: \$83,938.40- \$104,923.00 per year

## How to apply

Qualified applicants are invited to apply using our **online** application system. The posting will remain open until the position has been filled. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered.

Please visit the job posting listed on our City of Guelph [careers page](#) and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace where employees feel welcome, valued and engaged. Our employment policies strictly prohibit all forms of discrimination on any of the grounds in relevant laws. All employment practices are solely based on individual merit, qualifications, and organization's needs at the time. In keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, we are committed to working with and providing reasonable accommodation for qualified individuals in our job application procedures. If you need an accommodation in order to participate in the hiring process, you may contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to

determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.