



CITY of SURREY

CLASSIFICATION SPECIFICATION

CLASSIFICATION: Business Services Analyst
PAY GRADE: 24

PREPARED: MARCH 2013

I. JOB FUNCTIONS

This is complex work in the research and analysis of community programs and services and departmental operations to identify issues and opportunities and provide recommendations to management. The incumbent will exercise considerable judgment and initiative within established policies and guidelines.

II. TYPICAL DUTIES

Conducts research on programs and services and operational matters and determines issues, opportunities, deficiencies and risks.

Designs and implements research methodology related to subject area.

Develops research surveys and questionnaires and utilizes other tools to collect data and information relevant to the subject area.

Models data, processes and work flows.

Reviews and analyzes data and information gathered from internal and external resources.

Liaises with agencies, vendors and staff to review, understand and assess feasibility and implications of requests and recommendations.

Develops detailed recommendations that meet operational and program objectives including but not limited to technical solutions.

Prepares complex and comprehensive reports and documentation on analysis, findings and recommendations.

Develops and delivers presentations in regards to analysis, findings and recommendations.

Evaluates implementation of recommendations as assigned.

Researches, identifies and communicates industry best practices and trends.

Assists in preparation of business cases related to long term strategies.

Attends and facilitates workshops, meetings and information sessions related to the work.

Produces ad-hoc reports for management as required.

Identifies and tracks operational issues, deficiencies and opportunities for improvement.

Prepares and maintains complex files, records, documentation and statistical data related to the work.

Acts as resource person and provides guidance and support on issues related to the work.

Assists other staff in performing their duties.

Performs related duties as required.

III. WORKING CONDITIONS/EFFORT

Office environment, working with minimal supervision.

IV. KNOWLEDGE, ABILITY AND SKILL

Knowledge of relevant operations, policies, procedures and standards.

Knowledge of software programs and applications related to the work.

Knowledge of research methodologies.

Ability to communicate orally and in writing.

Ability to work in a team setting and with minimal supervision.

Ability to establish and maintain strong working relationships.

Ability to collect and organize data and information.

Ability to review and analyze data, information and statistics.

Ability to identify issues, opportunities, risks and deficiencies and provide recommendations.

Ability to evaluate implementation of recommendations.

Ability to think analytically and critically.

Ability to research and identify best practices and trends related to the work.

Ability to understand and meet program objectives and departmental goals.

Ability to prepare complex reports, correspondence and documentation related to the work.

Ability to prepare and maintain files, records and statistical data related to the work.

Ability to use discretion in the handling of sensitive and confidential information.

Ability to prepare and deliver presentations.

Ability to attend and facilitate workshops, meetings and information sessions.

V. EDUCATION AND EXPERIENCE

Degree in a related discipline including courses in mathematics, statistics and/or research methodology and a minimum of three years related experience. An equivalent combination of education and experience may be considered.

VI. LICENSES, CERTIFICATES

Relevant level of RCMP Security Clearance (for positions in RCMP only).