



*A progressive city of 187,800 people located just a short 30-minute drive from Toronto, the **City of Oshawa** is one of Canada's fastest growing communities that is exceptionally positioned to live, work, learn and invest. Its strategic pursuit of sustainable growth, excellent community service delivery and co-operative partnerships have enhanced its quality of life advantage, while maintaining a strong commitment to financial stewardship.*

**Job Title:** Regular Full-Time Operations Policy and Research Analyst

**Posting Number:** 004680

**Department:** Community Operations Services Department

**Branch:** Operation Services Admin

**Location:** Consolidated Operations Depot

**Posting Start Date:** 2024/02/20

**Posting End Date:** 2024/02/28 by 4:30pm

**Employment Group:** CUPE 251

**Salary Grade:** 12, \$43.04 - \$50.62

**Standard Weekly Hours of Work:** 36.25

**Shift Work Required:** No

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## **Job Description**

Operations Services Branch is a diverse and multi-disciplinary team responsible for maintaining the City's infrastructure and delivering services that are integral to the safety and well-being of our community, including roads, sidewalks, parks, trails, trees, playgrounds, underground assets and fleet. This position exists for the purpose of supporting the research, analysis, policy development and reporting functions of the

Operations Services Branch. This role is necessary to advance the planning and delivery of programs and services to the community.

Reporting to the Manager of Operations Policy & Research, the Policy and Research Analyst will conduct research and analytical functions on a diverse set of programs, services and issues that allows Directors, Managers and Supervisors to carry out their work with confidence while advancing operational improvements and innovation necessary to keep up with the growing needs of the corporation and the community.

### **Responsibilities**

- Conducting thorough and accurate research on a diverse set of issues, programs, services, and projects and the development of policies and by-laws that support programs and services within Operations Services Branch including Waste, Roads, Fleet, Parks, and Forestry Services
- Gathering, synthesizing, analyzing and reviewing qualitative and quantitative data to inform policy and program development
- Acquiring, managing, organizing, interpreting, manipulating, analyzing, displaying/summarizing and extracting insights using various tools and resources including spatial data and geo-processing tools to develop solutions and recommendations to complex problems
- Ensuring that policy and program options and recommendations consider key factors such as funding, staffing resources, corporate and departmental priorities/goals/objectives and operational and community needs
- Collaborating and liaising with stakeholders, experts, colleagues, internal staff, external partners, and special interest groups
- Maintaining a current and progressive understanding of trends, legislation and innovative approaches
- Support and demonstrate the City of Oshawa's core values of Authenticity, Courage, and Trust (ACT)

### **Requirements:**

- Successful completion of a University Bachelor's Degree in Business, Policy, or Public Administration, Social Sciences, or related field or approved equivalent combination of education and experience combined with a minimum three (3) years relevant work experience in a public sector environment
- Experience summarizing complex data and information into understandable, user-friendly, relevant explanations for reporting and knowledge transfer to management and staff
- Knowledge of public policy, practices and issues, legislation and ability to interpret legislative and stay abreast of current issues
- Excellent interpersonal skills and ability to connect with a range of internal and external stakeholders while focusing on fostering collaborative work relationships
- Strong experience in Microsoft Office Suite, Microsoft Project, Access, Visio, PowerPoint, ArcGIS Pro, desktop publication and database software

applications. Experience in creating dashboards using data visualization tools such as PowerBI would be considered an asset

- Possesses a demonstrated record of strong team advocacy, innovation/creativity, assumption of responsibility, and is results orientated
- Demonstrated research, analytical and problem solving skills, as well as an understanding of data analysis procedures and statistical techniques to assess information, present findings and make recommendations
- Demonstrated ability to acquire, manage, organize, interpret, manipulate, analyze, display/summarize data and extract insights utilizing various tools and resources including various forms of spatial and non-spatial data
- Ability to manage multiple projects and manage priorities with tight deadlines
- Demonstrated project management, communication, and facilitation skills along with demonstrated knowledge of research and evaluation methods, experience interpreting and reporting/summarizing complex information into understandable, user-friendly and relevant
- Ability to work efficiently and independently and to multi-task and prioritize work effectively
- Knowledge of municipal operations including waste management, public works, urban forestry, parks operations, and emerging trends is an asset
- Driver's license – ability to provide own transportation as required for travel between facilities and meetings outside the City

Apply online at: <https://oshawa.jobs.net/en-CA/search>

As a condition of employment, the City of Oshawa will require successful candidates to undergo a Criminal Records and Judicial Matters Check

**Please be advised that position location as noted is at the time of posting and is subject to change, as required due to operational needs.**

*The City of Oshawa is situated on lands and waters within the Williams Treaties Territory, home to seven First Nation communities of the Michi Saagiig and Chippewa Anishinaabeg, who have cared for and maintained these lands from time immemorial and continue to do so to present day. [Learn more](#)*

*We are an Equal Opportunity Employer in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code (OHRC). The City of Oshawa promotes the principles of diversity, equity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. The City of Oshawa encourages applications from women, Indigenous Peoples and persons of all cultures, ethnic origins, religions, abilities, ages, sexual orientations, and gender identities and expressions.*

*The City of Oshawa will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities and/or needs related to the OHRC. If you require an accommodation during the recruitment process or*

*assistance with the application process please contact Human Resource Services.  
Personal information provided is collected under the authority of The Municipal  
Freedom of Information and Protection of Privacy Act.*