



We're looking for a Business Performance Specialist to join Clarington's Office of the CAO team!

If you require this information in an alternate format, please contact the Accessibility Coordinator at 905-623-3379 ext. 2131.

Why Clarington

Clarington is a place of possibilities.

With a population set to double by 2051, Clarington is one of the fastest-growing municipalities in Durham Region with more than 107,000 people across four urban centres and 14 hamlets. Clarington offers a perfect blend of urban living and country charm and is known for its thriving energy and agriculture sectors, historic downtowns and as a great place to live, work and play.

Our people enjoy a collaborative work environment, work-life balance, and are at the forefront of community impact. We value accountability, integrity and respect, and are committed to fostering equity, inclusion and diversity in the workplace. Together, we are striving to enhance the quality of life for residents today and for future generations who call Clarington home.

The future is bright – and working with the Municipality of Clarington means you can help shape it. How will you make your mark?

Position Snapshot

Under the general direction and guidance of the Manager, Corporate Performance & Innovation in the Office of the CAO, the Business Performance Specialist is responsible for assisting in providing strategic direction to departments through business management, project planning, data analytics and continuous improvement using Lean Six Sigma methodologies.

The position has a rigorous requirement for statistical and data analytics, coordinated management of a system of continuous improvements and process improvement initiatives. This role provides strategic and specialized technical advice to support the Municipalities outcomes to improve client satisfaction, service delivery efficiencies, and continuous improvement of core business processes.

The role will work closely with the Senior Leadership Team, Management, and Front-line staff to identify, define, measure, and lead internal process improvement initiatives in accordance with Lean and Project Management principles. This position will proactively engage with internal and external stakeholders to identify areas for improvement and facilitate the change activity by modernizing processes to support greater transparency and streamlined service delivery. Overall, this position will act as a change agent and ensure training is performed across the corporation so that the Municipality embraces a sustainable culture of Continuous Improvement.

What you'll be doing

As a Business Performance Specialist, your responsibilities include but are not limited to:

- Process Improvement – leading and managing data collection, analysis, and formation of project deliverables, leads process mapping exercises.
- Significant importance placed on data analytics, process improvement measurements, and reporting metrics.
- Leading and managing project working groups including the development and management of scope, scheduling, and monitoring deliverables progress.
- Preparing reports, project documentation, training materials, guidelines, procedures, and policies.
- Identifying and reporting on areas for cost savings and cost avoidance measures to inform current and future budget savings.
- Identifying training needs for various groups of stakeholders and participating in the execution of change management tasks, while coordinating training to advance continuous improvement capacities across the organization.
- Risk and Issue Management – receiving, troubleshooting, and responding to escalated inquiries, requests, or complaints from internal and external stakeholders regarding Lean and Continuous Improvement.
- Maintaining reporting of metrics, providing training, and establishing a repository for Lean tools, templates, process review ideas, information sharing and reference materials.

What you bring

The successful candidate will have following mandatory requirements:

- University Degree in Business or Public Administration or related field
- Lean Black Belt Certification from an accredited association, organization, or institution.
- Minimum five (5) years' experience in performing duties related to the above-mentioned responsibilities, specifically leading or facilitating process improvement projects.
- Advanced knowledge in data collection, data and statistical analysis, development of metrics, and use of performance targets in tracking process improvements, process modelling and analysis, change management processes and best practices, project management tools, techniques, methodologies, or principles.
- General knowledge of municipal/public services and programs would be considered an asset.
- Advanced knowledge of research, statistical analytical and problem-solving skills
- Experience in developing presentations, reports, or briefing notes.
- Intermediate computer literacy and proficiency in using the following system and software: Office Suite 365, MS Visio, MS Project, Adobe Acrobat
- Required to be able to travel between sites to assess processes.
- Must be able to legally work in Canada.

And following preferred qualifications:

- Strong analytical, data visualization and presentation skills, working experience with data analysis and visualization tools such as Power BI.
- Project Management Professional (PMP®) certification.
- Exposure to change management frameworks such as Prosci ADKAR.

What we offer

We offer the following benefits and perks to ensure that your total compensation package addresses both your work and life needs.

- Salary: \$100,056 - \$121,619 - Grade 7 of the 2025 Non-Affiliated Salary Administration Program.
- A comprehensive benefits and pension program to ensure that your total compensation package addresses both your work and life needs.
- The Municipality of Clarington offers flexible work arrangements for eligible roles, where employees are empowered to do their best work in the way that works for them. Currently, this position is eligible for a flexible work arrangement option. Further details on this program will be discussed through the selection process.
- Hours of work: 35 hours per week

We are an equal opportunity employer

- The Municipality of Clarington is a progressive employer committed to equity, inclusion and diversity within its community and organization. We are committed to building an inclusive and barrier-free environment for our team.
- We are pleased to accommodate individual needs in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, within our recruitment process. If you require accommodation at any time throughout the recruitment process or in performing your position, should you be selected, please contact the Human Resources Division at careers@clarington.net.

Additional information and requirements

Prior to starting the position, the successful candidate must provide, at their own expense, the following:

- A current (with the last 180 days) satisfactory criminal reference check, directly from a Canadian Police Information Centre. Criminal Records Checks from third party agencies are not acceptable. Applicants who have been employed with the Municipality within the last year and have provided a criminal reference check within the last 365 days are exempt from providing another criminal reference check.

Privacy

Applicant information is collected under the authority of The Municipal Act, 2001 and the Municipal Freedom of Information and Protection of Privacy Act for the purpose of evaluating the applicant. Questions about this collection should be directed to the Municipal Clerk, 40 Temperance Street, Bowmanville, ON L1C 3A6 or by phone at 905-623-3379 ext. 2109.

Ready to apply?

Please submit your application online by May 1, 2025, 11:59PM.

We thank all applicants for their interest. However, only those under consideration will be contacted.