



## **We're looking for a Business Process Analyst 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**

Reporting to the Manager of Corporate Performance & Innovation, the Business Process Analyst plays a vital role in advancing corporate-level process management initiatives. This position engages with stakeholders across all levels to document current and future state processes, identify opportunities for improvement, and define key operational metrics to monitor service performance. A key responsibility includes analyzing complex data sets to uncover trends, patterns, and performance gaps—leveraging KPIs and industry benchmarks to generate actionable insights that inform strategic and operational decisions. The Analyst will support digitization and continuous improvement by leading process documentation efforts, contributing to a centralized process library, and standardizing workflows to reduce risk and enhance efficiency. This role is instrumental in promoting a data-informed culture and supporting the delivery of modern, streamlined municipal services.

### **What you'll be doing**

**As a Business Process Analyst, your responsibilities include but are not limited to:**

- Enterprise process management, digitization, and continuous improvement initiatives by identifying, documenting, and optimizing business processes, while also providing data analytics and reporting support to enable data-driven decision-making and enhance operational efficiency
- Conducting process discovery through stakeholder engagement and reviewing existing documents.

- Mapping, analyzing, and documenting end-to-end processes, including SOPs, job instructions, and policies.
- Benchmarking industry practices to identify improvement opportunities.
- Establishing and maintaining a centralized process repository, ensuring standardized and accessible documentation.
- Assessing processes and service areas to identify inefficiencies and support digital transformation.
- Facilitating “as-is” and “to-be” process mapping, gap analysis, and requirement gathering.
- Acting as a business liaison to drive the successful implementation of digitization initiatives.
- Supporting continuous improvement (CI) and IT enhancement projects through process analysis and documentation.
- Developing and monitoring Key Performance Indicators (KPIs) for business processes.
- Lead, innovate, and enhance data reporting initiatives by developing visualizations, reports, maps, and dashboards that support data-driven decision-making, while also documenting governance and process best practices.
- Identify, analyze, and interpret trends and patterns in complex data sets, leveraging key performance indicators and industry benchmarks to provide actionable insights that drive strategic and operational improvements.
- Supporting data-driven decision-making through process insights and performance analysis.
- Training process owners and stakeholders in relevant process management tools.
- Performing other process management duties as assigned by the Office of the CAO.

## What you bring

### **The successful candidate will have following mandatory requirements:**

- University degree in Business Administration, Public Administration, Engineering, Information Systems, or a related field.
- Five (5) years’ experience in business process analysis, documentation, process improvement, or related fields.
- Proficiency in business process modeling tools (e.g., BPMN, Visio, Lucidchart).
- Knowledge of Lean, Six Sigma, Business Process Reengineering (BPR), or other process improvement methodologies.
- Experience with digital transformation initiatives, including process automation and workflow optimization.
- Strong stakeholder engagement skills, with experience in facilitating workshops, conducting interviews, and documenting business processes.
- Excellent verbal and written communication skills for collaboration with technical and functional teams.
- Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint, Outlook).
- Strong analytical, data visualization and presentation skills, working experience with data analysis and visualization tools such as Power BI.
- Lean Six Sigma certification (Yellow or Green Belt).
- Must be legally authorized to work in Canada.
- Valid Ontario driver’s license for site visits and process assessments.

### **And following preferred qualifications:**

- Business process management certification, such as Certified Business Process Professional (CBPP®) or Certified Business Process Associate (CBPA®).
- Exposure to change management frameworks such as Prosci ADKAR
- Experience working in municipal government or the public sector.
- Familiarity with ERP, CRM, or municipal software systems (e.g., CityWide, AMANDA, ActiveNet, MS Dynamics).
- Experience in developing presentations, reports, or briefing notes.

### **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: Grade 6 (\$91,437 to \$111,143) of the 2025 Non-Affiliated Salary Administration Program.
- 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.
- A comprehensive benefits and pension program to ensure that your total compensation package addresses both your work and life needs.
- 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](mailto: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.