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BUSINESS OPERATIONS ANALYST (SURREY FIRE SERVICE)

REGULAR FULL-TIME

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey.*

EMPLOYMENT STATUS

Exempt – Regular Full-Time

SCOPE

As a member of the Surrey Fire Service administrative team reporting to the Fire Chief, the Business Operations Analyst supports operational business services, application access management, analytics, and financial activities. The role applies established methods and professional knowledge to support operational reporting and business processes.

Working under limited direction and within established guidelines and procedures, the Business Operations Analyst contributes to team and functional outcomes through analytical, technical, and operational support tasks.

RESPONSIBILITIES

Application Access & Data Governance Support

- Administer and maintain user access to enterprise applications, databases, and analytics platforms in accordance with established security and governance standards.
- Process access requests, validate permissions, and ensure compliance with organizational policies.
- Monitor access controls and assist in periodic audits and reviews.
- Document procedures and maintain accurate access records.
- Escalate exceptions or unusual requests following defined protocols.

Data Analysis & Operational Reporting

- Collect, validate, and analyze operational datasets to support business functions.
- Prepare recurring and ad-hoc reports using approved analytical tools and methodologies.
- Summarize findings for operational use.
- Ensure data accuracy, consistency, and quality standards are upheld.
- Provide prepared datasets and reports to support operational issue resolution.

Payroll and Scheduling Support

- Prepare payroll data entry and verification tasks in accordance with established policies, collective agreements, and employment standards
- Maintain payroll records, supporting documentation, and audit-ready files in designated systems and folders.

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- Support payroll issue resolution by reviewing timesheets, identifying discrepancies, and escalating non-standard items using defined processes.
- Assist with scheduling administration and system configuration.
- Prepare straightforward payroll reports and requested data extracts to support explanations, reconciliations, and operational decision-making.

Dashboard Development & Visualization

- Maintain dashboards and visual reports using approved visualization tools.
- Prepare standardized reporting outputs based on defined requirements.
- Ensure dashboards meet usability, accuracy, and performance expectations.
- Update visualizations based on stakeholder feedback and operational reporting requirements.
- Support dissemination of information through clear visual communication.

Logistics and Procurement Support

- Support procurement administration by preparing requisitions, verifying coding, and submitting requests in accordance with established purchasing procedures.
- Maintain purchase order records, vendor documentation, and contracts.
- Optimize logistics activities such as deliveries, shipping/receiving documentation, and inventory updates using approved tools and processes.
- Liaise with internal stakeholders and suppliers to confirm order details, timelines, and straightforward service issues, escalating exceptions when required.
- Reconcile invoices and receiving information against purchase orders and support resolution of discrepancies within established guidelines.

Quality Assurance & Compliance

- Ensure outputs meet organizational quality standards and documentation requirements.
- Participate in reviews of work products and implement corrective feedback.
- Follow established operational, technical, and governance procedures.
- Maintain audit-ready documentation and reproducible workflows.

QUALIFICATIONS

- Completion of a degree or diploma in Business Administration, Finance, Accounting, Data Analytics, Business Information Systems, Public Administration, or a related discipline.
- A minimum of two (2) years of related experience in business operations, payroll support, reporting, analytics, access administration, or a related operational environment.
- Demonstrated proficiency in data analysis, reporting, and dashboard development using business tools such as Microsoft Excel and Power BI.

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- Working knowledge of payroll processes, scheduling systems, reconciliations, records management practices, and audit-ready documentation requirements.
- Working knowledge of application access administration, data governance, and compliance with organizational policies and procedures.
- Strong analytical, problem-solving, organizational, and communication skills, with a high degree of accuracy and attention to detail.
- Relevant professional or technical certifications, such as Microsoft Power BI Data Analyst, Microsoft Excel Expert, Payroll Compliance Practitioner (PCP), or business analysis certification, will be considered an asset.
- An equivalent combination of education, training, and experience may be considered.
- A valid driver's license is an asset.

OTHER INFORMATION

Pay Grade: P1

Rate: \$96,214 - \$113,193

This position requires completion of a Police Information Check.

Successful applicants must provide proof of qualifications.

This position is based at Fire Hall 1.

APPLY

If you are interested in this opportunity, please apply at <https://www.surrey.ca/careers>, Job ID 7184.

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