

Process Specialist (Planning)

Requisition Number: #105

Job Type: Temporary Full-Time (18 Months)

Location: Rocky View County, Alberta

Number of Positions: 1

Base Rate: \$36.75/hour

Rocky View County values our employees and provides a welcoming and stable work environment where positive energy, creativity, and a service mindset are encouraged. We seek individuals who enjoy making a difference and contributing meaningfully to a vibrant community. Our valued and diverse team of 500+ employees are provided with the same concern, respect, and caring attitude as the over 40,000 people who call Rocky View County home.

At Rocky View County we value employee work/life balance. Temporary staff are provided with opportunities to grow professionally while being supported with paid training, a competitive salary, benefits and paid days off in their first year, plus general holidays, and a hybrid work environment for eligible positions.

Position Summary

Reporting to the Manager of Planning this position is responsible for coordinating, implementing and monitoring process enhancement projects within the County's Planning department. The Process Specialist collaborates with the management group, internal departments, and external stakeholders to promote enhanced customer service through more efficient and effective department practices.

Core Accountabilities

- Analyze and document business processes using various techniques, such as flow diagrams and use cases. Translate business requirements into system requirement specifications.
- Prepare and update process maps, standard operating procedures, templates, file directories, training materials, strategy documents and other materials required to support process enhancement within the department.
- Review and edit staff reports, ensuring consistency in language, tone, and style.
- Organize and structure technical information to create user-friendly and effective documentation.
- Work collaboratively with management to deliver on identified and forthcoming Planning department projects to enhance existing department processes and operations.
- Consult with other departments within the Community Services division and wider organization to create efficient and clear processes that aid interdepartmental cooperation.
- Establish a framework and promote a culture of continuous improvement utilizing tools such as Plan, Do, Check, Act, and other process management approaches.
- Investigate, identify and provide recommendations for business operations needs/outcomes and strive to achieve and determine solutions to business problems in a planning context.
- Assist in facilitating workshops to validate, analyze, and design processes with key stakeholders and subject matter experts.



- Work collectively with Information Technology and stakeholders to develop project plans, schedules and deliverables for specific initiatives.
- Research industry best practices/trends in Planning and Development and related fields and to apply these to the business and technological operations of the department.
- Collaborate with staff to engage in the process and meet desired outcomes; develop and update policies, guidelines, processes and procedures.
- Serve as a subject matter expert during implementation as needed.

Position Requirements

Completion of a Diploma or Certificate focusing significantly on Planning and Development, Project Management, Business Management or a related field, and a minimum of 2 years of progressively responsible and diversified experience in a technical writing, administrative or project management position.

- Experience working in a municipal environment, specifically in a Planning and Development context, is considered an asset.
- Project Manager Professional status or related formal training or accreditation is considered an asset.
- Information systems/technology background and aptitude is considered an asset.
- Display strong communication skills, both written and verbal.
- Possess excellent attention to detail, organizational, as well as prioritizing and time management skills.
- Demonstrated ability to prepare standard operating procedures, templates and strategy documents in alignment with corporate and department requirements.
- Strong research, strategic planning, analytical, problem solving, and decision-making skills.
- Work independently with minimal supervision in a team environment.
- Ability to establish effective, collaborative, working relationships and an ability to build trust with staff across all levels of the organization.
- Keen interest and aptitude in preparing analytical documentation (diagramming, flowcharts, analysis, findings, recommendations, reports, presentations).
- Ability to see broader implications of issues/solutions.
- Ability to simplify and convey complex business/technology concepts to stakeholders.
- Proficiency in MS Office (Outlook, Word, Excel, Power Point, and Access).
- Work in accordance with the requirements established by the RVC Health and Safety Program and the Alberta OHS Act, Regulation and Code.
- Take reasonable care to protect their health and safety and other persons at or in the vicinity of the worksite while they are working

Technical		
	Analytical Skills	Project Management
	Information Technology	Presentation Skills
	Communication Technologies	Public Speaking
	Critical Thinking	Report Writing



ROCKY VIEW COUNTY

We thank applicants for their interest. Only those selected for an interview will be contacted.

Applications can be submitted online at www.rockyview.ca/careers

Closing Date: *November 5, 2023* or until a suitable candidate is found.