

**Business Process Analyst**  
1 – Permanent Position  
**Facility Services**  
**CUPE Local 4400 Unit C – Grade N (12 Month)**  
**\$43.67 – \$51.41 per hour**

**The Toronto District School Board adheres to equitable hiring, employment and promotion practices.**

*Reporting to a designated manager or supervisor, the Business Process Analyst will provide support to the senior management team to ensure improvements in sustainability across TDSB in the areas of service delivery, corporate and departmental accountability frameworks, process and procedural management, and departmental performance standards related to organizational efficiency and effectiveness.*

**Summary of Duties:**

- Conduct in-depth audits, document and analyze current business processes and practices (e.g., identification and prioritization of projects, time management practices, current work methods, communication process to stakeholders) within the department;
- Analyze audit findings to identify gaps and deficiencies, formulate recommendations for improvements for review by senior management team;
- Attend meetings to review recommendations with senior team;
- Work closely with the management team to implement changes in processes/practices;
- Monitor and evaluate implementation of changes in processes/practices;
- Work collaboratively with multi-disciplinary and cross functional teams;
- Assist with the implementation of a digital communications strategy including (websites, social media tools, videos, newsletters, etc.) and process improvement program within the department;
- Research and maintain knowledge of current and best business processes and practices;
- Provide leadership in fostering equity and inclusiveness in the development and implementation of programs and services; and
- Other duties as assigned.

**Qualifications:**

- University Degree in related field (e.g., Business Administration) with two years progressively responsible experience or an equivalent combination of education and experience;
- Knowledge of Quality Assurance methodologies and tools;
- Knowledge of ISO 9000, ISO 14000, Quality Management System and ISO Auditing Standards;
- Research skills to gather and analyze the necessary information to make recommendations;
- Strong analytical and problem solving skills; and
- Coaching, facilitation and conflict management skills and experience;
- Strong organizational and problem-solving skills;
- Proven ability to communicate effectively, both orally and written in a sensitive, courteous and tactful manner;
- Demonstrated ability to handle matters requiring diplomacy, sensitivity and confidentiality;
- Proven ability to work collaboratively in a team environment;
- Proven ability in promoting equitable practices which value inclusiveness and diversity; and
- Proficiency and expertise in the use of computer technology (email, word processing, databases, spreadsheets);

**Special Requirements:**

- Provision of own vehicle for Board business
- Requires travel to TDSB sites on a regular basis

**Asset:**

- Certificate in Quality Management

**Location:** 85 Shorting Road (Wheelchair Accessible) (Hybrid Work Eligible)

**Hours:** 35 Hours per week

**Work Year:** 12 Months

**Please note:**

Applications **must** be submitted:

1. In résumé form with a covering letter to: [Application.Submission@tdsb.on.ca](mailto:Application.Submission@tdsb.on.ca)
2. With competition # **CUPE C-24-0168UE** in the subject line
3. Apply no later than 4:30 pm on **September 25, 2024**.

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

***We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance, during the application process.***

***The TDSB follows a hybrid work structure where some employees may be able to work remotely at times, based on operational requirements. Please refer to [Policy P103, Flexible Working Arrangements](#) for more information.***