

**Operations Specialist**  
**Pay Band 5 or 6**  
**(\$54,314 - \$83,980 per annum)**  
**Open Competition**  
**Fredericton**

*Proactive • Professional • Accountable • Client Focused*

Opportunities NB, the lead business development corporation working with companies inside and outside the province to drive economic growth and job creation for New Brunswick, is seeking an experienced and exceptional Operations Specialist to work with our Organizational Alignment team in Fredericton, NB.

**Love where you work. Love what you do. Come work for us.**

**Who are you?**

- You have proven experience (minimum of 5 years) working in data governance, management tools, and IT operations and strategy.
- You have a post-secondary degree, preferably in Business Administration, Computer Science, or an IT-related field.  
\*\*An equivalent combination of education, training, and experience may be considered.\*\*
- You have working knowledge and experience in several areas of strategic support for business (financial, IT, marketing).
- You have proven knowledge of multiple software and CRM applications including Salesforce, Nortridge, Sage, etc.
- You have experience analyzing business systems (processes, procedures, and organizational structure) in order to identify problems and determine solutions.
- You have experience gathering and validating requirements and data to inform change, and manage a project's scope and implementation.
- You have Project Management experience, and have contributed to Change Management Plans.
- You have well-developed analytical and problem solving skills.
- You are recognized for your attention to detail, organization skills, and ability to prioritize deliverables.
- You are an effective, articulate, and persuasive communicator, adept at presenting detailed factual and conceptual information on issues that require explanation and interpretation.
- You have well-developed influencing and relationship management skills.
- You thrive on effectively contribute fresh ideas and innovative solutions for your organization and your clients.
- You are at your best when you are challenged and thrive on getting results.
- Your adept at leading but equally comfortable being part of any team.
- You value recognition, giving back to the community and comradery with your colleagues.
- You work hard and are fun to have around.

**As an Operations Specialist, you will:**

- Report to the Director of Organizational Alignment.
- Proactively identify, prioritize, execute, and monitor operational and business systems continuous improvement opportunities in alignment with organizational strategy.
- Drive optimization of business operations and client satisfaction through process improvement.
- Develop, share, and model business system and reporting best practices.
- Develop and maintain relationships with key internal and external partners and stakeholders to ensure business systems and reporting support ONB's strategic and business plans.
- Devise effective Change Management plans, and liaise with all areas of the organization to prepare, equip, and support adoption of change.
- Act as the central point of contact for regular and routine reporting on metrics and associated activities.
- Create and advise on the use of analytic tools to develop insights and recommendations.
- Identify, create and oversee maintenance of scheduled and ad hoc reporting tools, including reports and dashboards, to share information with the organization and its stakeholders.
- Provide Subject Matter Expertise (SME) on technical solutions, reporting, and data integrity.
- Ensure organizational and strategic alignment and integration of data and information governance activities across the organization and with GNB.
- Keep up to date with CRM and analytics technologies and techniques.
- Manage day-to-day relationships with vendors and partners and resolve issues in a timely manner.

**Language:**

Written and spoken competence in English is required. ***Please state your language capability.***

**Office Location and Hours:**

This position is located in Fredericton, New Brunswick and may require occasionally work outside of regular business hours (8:15 am to 4:30 pm).

**What can ONB offer you?**

- Career growth, development and continuous learning opportunities.
- Opportunity to be involved in ONB events that give back to our community.
- Positive and inclusive work culture.

**How to apply?**

- Candidates are required to demonstrate on their applications how, when, and where they have acquired the qualifications and skills required for this position.
- Resumes should be in chronological order specifying the beginning and end dates in month and year format for all completed education and employment including part-time and full-time employment.
- ***Please ensure that preferred language for assessment is identified on your resume.***

We encourage applicants to apply on-line at [www.ere.gnb.ca](http://www.ere.gnb.ca), by e-mail to [humanresources@onbcanada.ca](mailto:humanresources@onbcanada.ca) or by mail to the following address by **March 5, 2017** indicating competition number: **ONB 17-05**.

Opportunities NB  
Organizational Culture & Services  
P.O. Box 6000  
Fredericton, NB E3B 5H1

***We thank all those who apply however only those selected for further consideration will be contacted.***

*This competition may be used to fill future vacancies at the same level.*