



**MOSAIC**

## Internal/External JOB POSTING

**Manager, Systems, Business Processes and Improvement**



*MOSAIC Family and Settlement Services is seeking a Manager, Systems, Business Processes and Improvement who will lead the four program clusters' business intelligence/analytics, process improvement, systems development and new product/service development initiatives.*

**POSITION:**           **Manager, Systems, Business Processes and Improvement**

**DEPARTMENT:**   Family and Settlement Services

**POSITION FUNCTION:**

Under the direction of the Director and Senior Managers, Family and Settlement Services, the Manager coordinates, develops, enhances and delivers systems and processes which support the effective and efficient delivery of programs to Family and Settlement clients.

The Manager provides support, processes, technologies and tools to ensure effective communication and program operation within the four program clusters under the Family and Settlement Services Department as well as in relation to inter-departmental relations; enhances systems and processes; analyzes data into information, information into knowledge, and knowledge into plans that guide program operations; and assists in operational, tactical, and strategic decision making.

The Manager leads the four program clusters' business intelligence/analytics, process improvement, systems development and new product/service development initiatives.

**QUALIFICATIONS:**

- Excellent knowledge of systems and process design and business modelling.
- Bachelor's degree and/or appropriate combination of courses in social services, business analytics, systems design, management or marketing, accounting, and relevant work experience.
- Demonstrated leadership, managerial and cultural competency skills. Superior writing skills, excellent verbal communication skills and financial ability. Good problem solving, collaboration, team building and organizational skills; able to exercise good judgement.
- Several years of experience working with management, development or delivery of family and settlement programs, including fee-for-service programs, staff training and supervision and scheduling activities. Successful management of larger and complex partnerships for mutual benefits.
- Organized and able to work with diverse groups. Able to work independently with minimal supervision at times. Takes initiative.
- Experience in developing programs, writing proposals, and preparing budgets.
- Experience in managing several programs and/or projects simultaneously.
- Experience with family and settlement policy interpretation and service delivery.

**HOURS:**                           Full time

**STARTING PAY**                   \$27.78 – 29.48 per hour based on experience and qualifications.



A competitive benefits package is provided with contracts of at least 1 year in length which offer a minimum of 17.5 hours of work per week.

**RESUMES TO:** Hiring Team – MOSAIC Family and Settlement Services  
5575 Boundary Road, Vancouver, BC V5R 2P9  
Email: [settlementservices@mosaicbc.org](mailto:settlementservices@mosaicbc.org)

To be considered for this position, candidates must include a cover letter demonstrating relevant work experience and training.

Please reference **“Your Name – Manager, Systems, Business Processes and Improvement”** in the subject line of your application (cover letter with resume in word/PDF format **via email**). No telephone calls please. Only those selected for an interview will be contacted.

**DEADLINE:** **Posted until filled.**

**Posting Date:** August 20, 2019

*MOSAIC is committed to promoting equal employment opportunities for all members of the community.*

