



RIDLEY TERMINALS INC.

JOB DESCRIPTION

Business Analyst

A Non Bargaining Unit Position

FUNCTIONS

The Business Analyst function is to assist the Senior Management Team in fulfilling their goal by providing business support and managing systems to improve company performance.

RESPONSIBILITIES:

- Work closely with and assist in providing business, clerical and administrative services to Senior Management as required.
- Ability to evaluate business processes, anticipate requirements, uncover areas for improvement, and assist development and implement solutions.
- Facilitate, maintain, update and take responsibility for aspects relating to the Ridley Business System (RBS). Including management reviews, maintenance of procedures, PCAR management and KPI reporting.
- Produce highly professional businesses and capital submissions.
- Maintain strategic plan for senior management.

- Lead ongoing reviews of business processes and assist in developing strategies. Prioritize initiatives based on business needs and requirements.
- Attend meetings, record minutes and distribute as required.
- Gather critical information from various stakeholders and produce useful reports.
- Effectively communicate your insights and plans to cross-functional team members and management.
- Support Coordinators in expanding departmental procedures, create database of information and review for possible inclusion in RBS.
- Serve as a liaison between Senior Management Team and stakeholders.
- Ensure timely completion of projects and deliverables.
- Constantly be on the lookout for ways to improve business practices and deliver better value to the organization and customers.
- Prepare and maintain a Procedure Manual for the Business Analyst position.
- Respond to general inquiries from sales-people (or outside agencies) and public.
- Route and distribute incoming mail and email.
- Answer routine letters and email.
- Schedule appointments and maintain group calendars.
- Complete forms in accordance with company procedures.
- Maintain an up to date record of employee sign-off history.
- Other duties as required.

RELATIONSHIPS:

- Reports to the Senior Manager
- Internal Contacts: Senior Management, RTI teams
- External Contacts: Vendors, suppliers, stakeholders, contractors and consultants

STANDARDS AND EXPECTATIONS

The functions and responsibilities listed in the previous sections are general guidelines. The Business Analyst is expected to act in a manner consistent with accepted principles of management, including the following:

1. Demonstrate a high degree of professionalism and work ethic.
2. Acquire and maintain a working knowledge of site safety and operations.
3. Flexibility with respect to assignments and work schedules.
4. Absolute confidentiality is required.
5. Work effectively and efficiently with minimal supervision.
6. Set and continuously maintain priorities.

HIRING CRITERIA:

Experience:

1. Experience in business administration.
2. Experience developing business cases and policies.
3. Highly proficient with Microsoft Office Suite programs.
4. Experience writing technical instructions or processes.
5. Produce business relevant conclusions in a professional presentation.
5. Experience in creating detailed reports.
6. The following will be considered assets:
 - Experience in cross training. i.e. Data Analyst
 - Experience giving presentations.
 - An understanding of databases and reporting tools.
 - Experience in heavy industrial/plant setting.
 - A history of leading and supporting successful projects.

Skills:

1. Excellent communication skills, verbal and written. Command of the English language is required. French language skills are considered an asset.
2. Well-developed analytical skills required.

3. Self-motivation and the ability to work independently and in a team environment are required.
4. Ability to maintain confidentiality.
5. Excellent planning, organizational and time management skills.
6. Competency in Microsoft applications including but not limited to Word, Excel, Power Point and Outlook.
7. A track record of following through on commitments.
8. Excellent interpersonal skills necessary.
9. Attention to details.
10. Basic knowledge in generating flow charts.

Education:

1. Grade 12 or equivalent with an emphasis on business and mathematics are required.
2. Training in computer-based applications - such as Microsoft Word, Excel, etc.
3. Business Certificate or Diploma from recognized institution is an asset.

Prepared: January 31, 2019

Approved: _____
Senior Manager

Date: _____