

School of Public Policy and Administration

NEWSLETTER

February 2023 – Volume 11, Issue 4

Congratulations to MPPAL alumna Jocelyn Short (class of 2020), the new Director, Internal & External Affairs, Operations (GO & UP) / Safety & Security at Metrolinx!

As Director of Internal & External Affairs to Metrolinx's Chief Operating Officer (GO & UP) and Chief Safety & Security, I provide executive support and guidance in the areas of issues and stakeholder management, strategic planning, communications, governance, and regulatory affairs. My role is to drive key strategies to deliver on financial and operational performance, with a focus on leading cross-functional projects and identifying opportunities for continuous improvement. Working at Metrolinx, I have had the opportunity to lead and support programs across a wide array of policy areas, from the development of award-winning transit system safety assurance governance and requirements to the launch of COVID-19 mobile vaccination clinics.



My time as an MPPAL student very much contributed to where I am today. When I applied to the MPPAL program, I was working at the Legislative Assembly of Ontario as Clerk of the Standing Committee on Government Agencies and the Standing Committee on Social Policy. As a Committee Clerk, I understood the ways in which elected officials, government actors, and the public interacted with the legislative process. However, I knew little of how decisions were made prior to the introduction of a bill or motion in the House or of how these decisions were implemented once enacted. Wanting to learn more, I applied to York University's Master of Public Policy, Administration and Law (MPPAL) program. While I expected to learn the core elements of any public policy and administration program, I did not anticipate my studies would lead me to my current role. As an MPPAL student, not only did I gain a whole host of new skills and knowledge but also heard from various leaders in the transportation sector, including from my professors to Metrolinx's current Chief Planning Officer. I also had the opportunity to participate in the Canadian Council of Public Private Partnerships (CCPPP) Annual Conference as a student delegate where I learned of emerging trends and best practice in transportation. These experiences in many ways prepared me for, and motivated me to, apply for my original role at Metrolinx as Senior Advisor to the Chief Safety Officer, which has since evolved into Director of Internal & External Affairs to the Chief Operating Officer (GO & UP) and Chief Safety & Security Officer.

SPPA wishes you every success and we look forward to following your career!

Your Graduate Student Association of Public Policy, Administration and Law (GSAPPAL) is excited to reveal MPPAL merchandise for sale!

Show off your #MPPAL Pride with some cozy sweaters and jackets. This year we have more colours and designs than ever so you can show off your style! GSAPPAL is also very proud to share that all the sweaters are being offered at the same low prices as last year!



\$30.00



\$30.00



\$55.00



\$40.00



\$40.00



\$20.00

Items from Left to Right: Red Hoodie, Black Hoodie, Black Champion Anorak Full Zip Sweater, Black Quarter-Zip Sweater, Maroon Quarter-Zip Sweater, Copper-Insulated Water bottle

To learn more about the items and to place your orders, kindly fill out the [order form](#). Once you complete the form, we will email you within 48 hours to confirm the details from your form, confirm the price and request your payment be made to mppal.exec@gmail.com. Please note orders and payments must be received before **February 12, 2023**. If you have any questions, please email us at mppal.exec@gmail.com.

Black Representation in the Public Service

Thursday February 16, 2023: “Save the date” and [RSVP here!](#)

Learn from Black students, alumni and working professionals in the public sector!

Brought to you by the Public Policy and Administration Student Association ([PPASA](#))

SAVE THE DATE!

YORK UNIVERSITY SCHOOL OF PUBLIC
POLICY AND ADMINISTRATION
PRESENTS:

**BLACK HISTORY MONTH
EVENT:
BLACK REPRESENTATION
IN THE PUBLIC SERVICE**

Learn from Black students, alumni and
working professionals in the public
sector!

Come celebrate Black excellence:
together we can make a positive impact

**LOCATION: YORK UNIVERSITY
KEELE CAMPUS**

FEB 16, 2023

**RSVP HERE:
[TINYURL.COM/SPPABHM](https://tinyurl.com/sppabhm)**

**MORE ON THE PPASA:
[LINKTREE/PPASA](#)**

Bridging the Gap between the Public and Private Industries

Thursday February 9, 2023: 'Save the date' and [RSVP here!](#)

Register to learn about cross-overs between the sectors, different career paths, internship programs, leadership and learning strategies and how to pivot your career to the private or non-profit sectors.

Brought to you by the York University School of Public Policy and Administration Alumni Network ([YUSPPAAN](#))

Thursday, February 9, 2023

6:00-8:00pm

Location: Virtually via Zoom



SAVE THE DATE!

BRIDGING THE GAP

Register to learn about cross-overs between the sectors, different career paths, internship programs, leadership and learning strategies and how to pivot your career to the private or non-profit sectors.

Hosted by the York University School of Public Policy and Administration Alumni Network

**THURSDAY,
FEBRUARY 9TH,
2023**

6 PM - 8PM | VIRTUAL

REGISTER HERE:

tinyurl.com/bridgingthegap2023

2021 Alumni Network of the year

York University School of Public Policy & Administration Alumni Network (YUSPPAAN)



Latest News from York University Career Education and Development

Upcoming Events

Attend the On-Campus Job Fair!

Feb. 2, 11:30 a.m. – 2:30 p.m., Vari Hall

Discover job opportunities with various faculties, departments, units and programs on campus during the On-Campus Job Fair. Positions include Summer 2023, Work/Study, Research at York, part-time and more!

[Click here to read more!](#)

Upcoming Employer Recruitment Sessions

Feb. 1, 2, 8, 9 and 14., virtual and in-person, 103 McLaughlin College

Meet with recruiters from the Government of Canada, Infrastructure Canada, Scotiabank and IBM to learn about various career pathways during these employer recruitment sessions!

[Experience York calendar.](#)

Job Search Webinars

Feb. multiple sessions each, virtual

Check out our upcoming job search webinars for tips and tricks to finding a job that's right for you! Events range from interview preparation and resumé and cover letter writing to job search and networking.

To attend a webinar, [register via Experience York.](#)

Career Exploration Webinars

Feb. 6, 8, 14, 21, and 27, virtual

Discover where your skills, interests and experiences can take you through our upcoming career exploration webinars ranging from positive psychology and career well being to personality and career choice.

[Register for our webinars via Experience York.](#)

Career Supports and Opportunities

Apply to Cross-Campus Capstone Classroom

Make a Difference While Earning Course Credit!

The [Cross-Campus Capstone Classroom](#) brings together York students from various disciplines to work on capstone projects pitched by non-profits, start-ups, and businesses who want to make real social impact.

Students who participate receive course credit and a stipend at the end of the course!

Want to learn more? [Register to attend an info session.](#)

Work or Volunteer at Congress 2023!

Gain valuable experience and meet new people!

The Federation for the Humanities and Social Sciences is recruiting **180 paid short-term on-site and remote contract workers** to support the delivery of the 2023 Congress of the Humanities and Social Sciences at York University from May 27 to June 2. To view the full job descriptions and to apply, [visit the Congress 2023 website.](#)

Applications accepted until February 24, 2023.

Discover More on Experience York

Find Summer Job Postings on Experience York!

Employers are actively hiring for summer and new grad 2023 job opportunities. Discover these job postings on the **Experience York Job Portal**. Through Experience York, **you can also register for our webinars and employer networking events, and book 1:1 appointments with our career educators and career counsellors.** [Login to check it out!](#)

Have a question? Reach out to us at career@yorku.ca

Student Opportunities:

[Junior Officer, Ontario Region, Strategy and Innovation Policy Sector - Innovation Science and Economic Development Canada](#)

The department of Innovation, Science and Economic Development Canada (ISED) is **looking for one student at the graduate level** to join the Strategy and Innovation Policy Sector's Ontario Regional Office for the summer term. This position is located in Toronto, Ontario. While the role of the Junior Officer is intentionally developmental, the position brings mutual benefit to both the successful candidate and ISED. We are seeking a creative, keen, and highly motivated individual. You are able to work independently and as a team player within a small and dynamic team. You also demonstrate professionalism, a commitment to excellence, and the ability to be adaptable in a fast-paced, deadline-driven environment where you must balance multiple competing priorities.

[President's Ambassador Program, Winter 2023](#)

Designed to provide York students with a unique perspective on the University community, the President's Ambassador Program offers opportunities for current undergraduate and graduate students to serve as representatives of the University and to share their experiences as York students with fellow students, staff, faculty, and alumni. This year, the program is working with different departments across campus as well as incorporating virtual, in-person and hybrid events, and a legacy project. This three-pillar approach will give students an opportunity to engage in leadership opportunities outside of the classroom. It also gives departments the opportunity to work with a group of active, engaged students, for feedback, student perspective, and more. **The deadline to apply is February 6, 2023.**

[Ever wonder how you can organize for better conditions in your workplace? Join us for a Teach-In \(+Lunch\) to Learn More!!](#)

Thursday, February 9th, 1:00-2:30pm, Founders College 305, Senior Common Room

Join veteran organizers Tanya Ferguson and Anna Liu for an introduction to all things organizing! Tanya is the Ontario Regional Organizer for the Public Service Alliance of Canada and Anna is an organizer with the International Federation of Professional and Technical Engineers and an executive member of the Asian Canadian Labour Alliance. **Through this interactive teach-in, we will consider questions like: How do you talk to co-workers about conditions at work? What role can unions play? How do you approach unions about organizing your workplace?** All workers deserve justice in their workplaces, so come learn how to fight for it. We will consider different approaches to worker organizing and go through the nuts and bolts of how this is done. You will hear from experienced organizers about how and why workers choose to unionize or otherwise come together more informally to challenge injustices in the workplace. **Lunch** will be provided. **Please register by February 6th** at <https://forms.gle/vb5HeKbmH4DqBSuC8>. If you have questions, please contact Prof. Katherine Nastovski at nastov@yorku.ca

[New Student Award Valued at \\$4,500! The YusApuY Undergraduate Research Award at the GLRC](#)

The Global Labour Research Centre (GLRC) and the York University Staff Association – Association du Personnel de L'Université York (YusApuY) are **seeking research proposals related to work and labour** from undergraduate students enrolled full-time (major or minor) in a Faculty of Liberal Arts & Professional Studies (LA&PS) program at York University. The award, which is valued at **\$4,500**, will be used to support the research project of one undergraduate student who will work independently over the course of five months, from April 2023 to August 2023. The award recipient will receive mentorship from the GLRC, while engaging in professional development activities with YusApuY, to develop their skills as a researcher. **The deadline for applications is February 27, 2023, at 11:59 pm ET.** Please find the full call [on our website](#). If you have questions, please contact us at glrc@yorku.ca.

Student Opportunities:

[Paid Internship Placements with the Ontario Ministry of Finance](#)

This unique learning and development opportunity provides recent post-secondary graduates a chance to gain direct work experience in policy, human resources, finance, service delivery and much more, in an inclusive, diverse, dynamic public sector environment. In addition to being part of an organization that supports government policy and decision-making, successful internship candidates will benefit from mentorship, learning, and networking opportunities with experienced leaders to support your career development, flexible work arrangements with opportunities to work both from the office and remotely, and access to additional learning and development strategies for staff at all levels. **Application deadline: February 21, 2023**

[Odessa Prize for the Study of Canada \(\\$1000 Undergraduate Essay Prize\)](#)

The \$1000.00 Odessa Prize is awarded for the best essay written in English or French in an undergraduate, fourth-year course on a topic relevant to the study of Canada.

2022-23 Submission Process - Faculty members are invited to submit one essay with:

- *a short covering letter or email explaining the context in which the work was written
- *a copy of the essay
- *the nominee's York Student number and email address

Please submit electronically to robarts@yorku.ca. **Submission deadline for the 2022-23 academic year is Friday May 5, 2023.**

For further information, please contact: Laura Taman (robarts@yorku.ca)

Conference Opportunities:

[IPAC Bank of Canada Monetary Policy Report Event](#)

On February 7, 2023 the Bank of Canada will be releasing its quarterly Monetary Policy Report that presents the Bank's base-case projection for inflation and growth in the Canadian economy and its assessment of risks. Attend a **free event** on **February 7, 2023 from 12p.m. - 1p.m. (EST)** where Brigitte Desroches, Senior Policy Director in the Canadian Economic Analysis Department at the Bank of Canada will discuss the details of the newly released report. The discussion will include a Q and A session moderated by Mark MacDonald, Global Public Finance Management Leader from EY. Join the conversation to learn about the Canadian economy as we move into 2023. [Click here to register.](#)

McLaughlin College Community Forum

All McLaughlin College community members are invited to get involved! Let's collaborate. Share your ideas for enhancing our college community.

Virtual Event! February 8, 2023, 12pm-1:15pm. [Click here to register.](#)

Itinerary:

12:00 - Welcome from Professor Stevie Bell, Head of McLaughlin College

12:10 - Dean's report on college revisioning from JJ McMurtry, LA&PS Dean, and Michele Johnson, Associate Dean Students

12:25 - College Staffing updates, Karlene Case, Manager Student Engagement LA&PS Colleges

12:30 - Open forum for idea exchange facilitated by Professor Stevie Bell

Unable to attend? If you're unable to attend the event and have ideas to contribute, please use [this form](#) to share them with the College Head. Your contributions are anonymous unless you choose to share your contact information. Thanks for getting involved!

18th Annual IPAC Leadership Summit – Ambiguity meet clarity: How to Lead a Successful Transformation

Virtual conference on March 2, 2023 from 11:00 a.m. - 5:00 p.m. EST

IPACs National Leadership Conference aims to provide leaders, practitioners, and academics working in public sector environments with the opportunity to connect with leading experts who successfully tackled disruption and change. **Public sector organizations are becoming more digitally advanced and customer-centric, so transformation is on the leadership agenda.** But transformation is not easy – it requires careful planning, strong stakeholder alignment, fit-for-purpose governance, and a suitable transformation lead. Drawing on their experience leading successful – and not-so-successful – transformations, our panelists will explore what skills they want in a transformation lead, how a leader's focus should change across a transformation, when leaders should lean in or step back and who they should rely on when things go wrong.

Emerging Municipal Leaders Forum at the 2023 Good Roads Conference

Sun, 16 April 2023, 2:00 PM – 5:00 PM EDT, Fairmont Royal York Hotel 100 Front Street West

In this session, as part of the [2023 Good Roads Conference](#), students will have the opportunity to speak directly with municipal professionals about the important work they do every day. Panelists will share their thoughts and experiences with students interested in this type of career.

Those in attendance will learn: Why they should consider a career in municipal government; The type of knowledge, skills, abilities/competencies, or qualifications required to work for their municipality; What it takes to succeed; Opportunities for growth; How the industry is evolving; and What to expect in this line of work. The panel discussion will be followed by a networking session, and then by a catered reception. Students will have the opportunity to speak directly to those working in municipal government. Student attendees get a special reduced rate to our conference (around \$50 instead of \$800) and those who register will also be granted access to all Good Roads Conference sessions throughout the week. (Our early program is [available here.](#))

[Research Manager, Our Care Initiative - MAP @ St. Michael's Hospital](#)

Research Manager will oversee success of the OurCare initiative. The manager will have overall responsibility for execution of the initiative including coordinating of activities, managing project budget and reporting, overseeing MAP personnel, overseeing contracts, and engaging project stakeholders including senior government officials and members of the public. The research manager will be guided by and will report directly to the principal investigator of the study.

[Senior Project Manager, MMIWGT2S - City of Toronto](#)

The Senior Project Manager will lead the City of Toronto's response to the Calls for Justice from Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls and will facilitate action on initial recommendations from, while continuing to work with community on the City's response to the Calls for Justice from Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls.

[Policy Analyst - Congress of Aboriginal Peoples](#)

The Analyst will manage assigned policy projects, consult with internal and external partners and technical experts, and provide in-depth policy development, analysis, research, and recommendations. The Policy Analyst will undertake these activities in response to current and emerging policy issues identified as priorities. The position will include working with federal government partners and technical experts and developing options on a wide range of policy issues.

[Multi-department recruitment for climate change Policy Analyst roles - Government of Canada \(Click to receive updates and general information\)](#)

The Government of Canada is running a multi-department open recruitment to bring on policy analysts to work on climate change. There are postings at three different levels:

- [EC-04 Policy Analyst](#)
- [EC-05 Policy Analyst](#)
- [EC-06 Policy Analyst](#)

[Multiple Career Opportunities – Ontario Ombudsman](#)

The Ontario Ombudsman is an independent and impartial Officer of the Legislature who resolves complaints about government and public sector bodies. The Office of the Ontario Ombudsman was established in 1975 and can take complaints about the administrative processes and policies of more than 1,000 public sector and government bodies in Ontario, as well as French language services and services provided in the child protection sector. We assess all complaints and refer them to relevant mechanisms for quick resolution wherever possible. The number of organizations the Ombudsman oversees has doubled in recent years, and complaints to our Office are increasing -- so we're expanding to help more Ontarians than ever before. We handle 25,000 complaints every year. Our skilled, compassionate Early Resolution Officers (EROs) and Investigators capably resolve cases about government organizations (like ServiceOntario, OHIP, correctional facilities, and social services), tribunals (such as the Landlord and Tenant Board), municipalities, school boards and universities, as well as cases related to child welfare, and complaints about access to French language services. To learn more about the Ontario Ombudsman and their career opportunities, visit:

<https://www.ombudsman.on.ca/home>

Summer Interns - Brookfield Institute for Innovation and Entrepreneurship & Leadership Lab

This intern will support a senior economist or senior policy analyst in activities such as building on our shared understanding of Canada's innovation economy, by examining Canada's economic performance and activity through key indicators of innovation, making sure that technology is governed responsibly, so that those in Canada feel secure, with their privacy maintained, in their online lives and ensuring that our education and workplace training systems are equitably preparing those in Canada as future-ready workers and citizens.

Policy Analyst, Advocacy and Member Engagement - Association of Ontario Midwives

Reporting to the Manager, Policy and Communications, the Policy Analyst analyzes issues, conducts research and drafts reports to tackle problems and provides timely, strategic advice and solutions on key issues including closing the gender pay gap and pay equity, collective bargaining and reproductive rights; analyzes and interprets information, writes persuasive proposals and presents work to diverse audiences; and leads consultation and engagement through key informant interviews, focus groups, webinars and committees and task forces.

Public Policy Analyst - Canadian Mental Health Association, Ontario

Reporting to the Director, Public Policy at CMHA Ontario, the Analyst will lead and coordinate projects on public policy-related issues to mental health and addictions. The Policy Analyst may be expected to provide critical analyses on topics related to the social determinants of health, system transformation, healthy public policy, health system planning and service delivery. The position will work across the organization and will be expected to collaborate with other teams including Communications, Government Relations, Branch Relations, Quality and System Performance.

Vice-President, Government Relations (Ontario and Manitoba) - Canadian Propane Association

The Canadian Propane Association is currently looking for a Vice-President of Government Relations for Ontario and Manitoba. Based in the Greater Toronto Area and reporting to the Senior Vice-President, Government Relations, this person will develop and support a government and stakeholder relations strategy that advances the Canadian Propane Association's objectives and reputation through activities such as working with colleagues to identify, understand and manage government related issues and regulatory matters in alignment with strategic priorities.

Manager, Partner and Relationships Office – Ministry of Transportation

The Manager will provide strategic advice and support to all divisions to meet mandate and legal obligations, promote an inclusive team approach to accomplishing priorities through employee engagement, coaching, mentoring and training. lead, consult on, and oversee partnership development with Indigenous partners and communities and provide expertise and advice to senior management and staff to lead and direct stakeholder and Indigenous partner relations and the ministry's federal-provincial relations, consultations, engagement and facilitation.

Geoscience Database Analyst – Nuclear Waste Management Organization (NWMO)

Reporting to the Section Manager, Geoscience Database, the Geoscience Database Analyst will support a diverse group of technical staff including Geoscientists, Scientists, Engineers with organizing, importing and extracting datasets from NWMO's borehole data management system. Key duties include reviewing, evaluating and quality assuring field investigation and lab analysis datasets to ensure compliance with NWMO's quality assurance protocols; completing regular reporting tasks; provide user support for the various Geoscientific Data Management System (GDMS) components; ensuring system functionality, performance and usability.

Records Clerk – Nuclear Waste Management Organization (NWMO)

Reporting to the IT Director, the Records Clerk is responsible for document management operations within a business office setting of an office environment. Perform a wide variety of duties that require review and attention to detail and any other departmental activities. The clerk will provide services such as performing full range of records activities in various phases of document life cycle management. Maintaining follow-up controls for record management as per established records procedures and records retention schedule.

Legal Counsel – Nuclear Waste Management Organization (NWMO)

The Lawyer will be responsible to draft and negotiate contracts and agreements and ensure they meet the NWMO's requirements and are in line with the NWMO's business objectives, advise on Indigenous law matters including governance, negotiate and draft long-term agreements with indigenous communities for the hosting of the deep geological repository, negotiate and draft agreements with municipal communities for the hosting of the deep geological repository and other similar activities.

Manager Of Policy – Government Of Northwest Territories, Yellowknife

The Manager of Policy provides services and advise that impact the operations of the entire Department, other GNWT departments, centra agencies, NWT education authorities, and the general public. This position regularly liaises with key representatives from other departments, particularly the department of the Executive and Department of Justice on matters relating to policy development, and the Department of Aboriginal Affairs and Intergovernmental Relations on matters relating to Aboriginal rights and intergovernmental activities.

Manager, Provincial and Municipal Government Affairs - JOLT

Manager, Provincial & Municipal Government Affairs will lead the site acquisition function within local and provincial governments. As a member of the senior leadership team in its early stages, they will define the overall origination strategy and build a team to support them as they scale. In this diverse role, they will be responsible for cash flow management and reporting, financial strategy, capital raising and financial operations.

Senior Research and Policy Specialist – OLG

Reporting to the Director, Policy Research & Strategy, you will be empowered to provide subject matter expertise on OLG's My PlayBreak Program and Procedures to internal and external stakeholders, provide subject matter expertise on OLG's My PlayBreak Online Video Registration to OLG Customer Care, support analytical initiatives, projects, and deliverables related to OLG's RG program and effectively monitor RG performance across all lines of business and report on areas of opportunity.

Policy Analyst - Office of Godwin Chan, Deputy Mayor for Richmond Hill

Reporting to the Deputy Mayor, City of Richmond Hill, the Policy Analyst will provide policy research and analysis to support the development and implementation of strategic activities and projects. Key duties and responsibilities include conducting research and analysis of policy issues impacting local governments, including but not limited to fiscal/budget, public transit, human and social services, infrastructure planning and funding, housing, environmental sustainability, climate change, energy, water, and wastewater, parklands, recreation, and community engagement; keeping abreast of current affairs and monitor developments in public policy areas at the federal, provincial, and local levels; preparing briefing notes or infographic sheets on selected topics upon request; and creating summary and analysis reports to support the Deputy Mayor.

[Program Manager, Master of Public Policy in Digital Society - McMaster University](#)

The Program Manager, MPP meets with senior management to determine priorities, develops, recommends and implements the annual operating budget and authorizes expenditures and audits all accounts and revenue generating functions and ensures compliance with university and departmental budget policies and financial procedures. Ensures preparation of all appropriate reporting and year end documentation. The Program Manager, MPP regularly conducts formal reviews of all accounts and adjusts accordingly and also monitors and maintains contractual obligations of partnerships.

[Manager, Undergraduate, Graduate and Post-Doctoral Initiatives – University of Toronto](#)

The Manager will oversee key areas within the undergraduate, graduate and post-doctoral fellowship portfolio including academic affairs, programs and curriculum, inclusive pedagogies and teaching initiatives, academic and other experiential learning initiatives, graduate funding packages and teaching and undergraduate and graduate awards, administration of post-doctoral fellowship programs, graduate and post-doctoral mentorship and other initiatives and emerging priorities.

[Senior Research and Policy Advisor – Colleges Ontario](#)

In the role of Senior Research and Policy Advisor, you will undertake responsibilities such as leading strategic policy and program analysis related to an assigned portfolio of issues and new issues as they arise. This position will include a particular focus on college funding and financial issues. You will undertake research and analysis, including quantitative and qualitative analysis, on a broad range of topics in support of Ontario's college system.

[Associate Director, University Counsellor, Upper School – Upper Canada College](#)

The Associate Director will provide academic guidance, and post-secondary admissions counseling, to support student academic achievement. A life-long learner who is committed to equity, diversity and inclusion, passionate and aspirational when it comes to student success, and up-to-date on emerging and evolving programs, admission processes and scholarships. Actively involved member of the UCC community - coming to know each individual student very well, and advising and engaging students early, regularly and appropriately while collaborating with parents and guardians on strategies and planning.

[Senior Research Analyst – Ministry Of Public And Business Service Delivery, Toronto](#)

As The Senior Research Analyst, you will play a central role in the case management system that supports the handling of inquiries and complaints from the public, and the licensing, inspection, and investigation activities of the Consumer Services Operations Division. You will assess the fit of the system to business needs, request appropriate changes, and support the implementation of those changes.

[Senior Policy Analyst – Ministry Of Public And Business Service Delivery, Toronto](#)

As a Senior Policy Analyst in the Division's Operational Policy, Business Intelligence, and Strategic Planning Unit, you would be part of a team working to help protect consumers by developing tools to assist businesses comply with consumer protection legislation. This team is working across the division and ministry and with consultants and businesses to identify what businesses need to support their compliance and to develop and implement compliance support tools.



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