



Municipal Assessment Agency
St. John's | Gander | Corner Brook |
Phone: 1-877-777-2807
Email: info@maa.ca
www.maa.ca

Management Analyst II (Continuous Improvement & Internal Audit)

Permanent Position / 35 Hours per Week / Internal Opportunity

The Municipal Assessment Agency is required to provide municipalities with real property values (or assessments) in accordance with the terms and conditions of the province's Assessment Act, 2006. We are responsible for providing property assessment services to over 235 municipalities within Newfoundland & Labrador.

LOCATION: Any regional office (St. John's, Gander, or Corner Brook)

The Municipal Assessment Agency is committed to providing their employees with training and overall professional growth. We provide great rewards including, but not limited to, comprehensive health benefits, flexible working arrangements, pension and leave benefits, learning and development opportunities, an employee & family assistance program, and challenging work.

THE ROLE:

The Municipal Assessment Agency is seeking a **Management Analyst II (Continuous Improvement & Internal Audit)** within the **Continuous Improvement & Client Services** Division.

Reporting to the Director, Continuous Improvement & Client Services, this position supports the Agency's continuous improvement and internal audit functions. The role is responsible for assisting with the development and execution of audit plans, conducting audit research and data analysis, maintaining audit schedules, and preparing comprehensive audit reports. The position also supports the identification and implementation of continuous improvement opportunities through process analysis, stakeholder engagement, and performance measurement.

KEY RESPONSIBILITIES:

Internal Audit

- Plan, coordinate, and complete internal process and policy audits in accordance with established audit schedules.
- Participate in pre-audit and post-audit meetings, collaborating with stakeholders to discuss audit plans, findings, recommendations, and continuous improvement opportunities.
- Review process documentation and develop audit plans to assess compliance with approved policies, procedures, and process requirements.
- Conduct research and perform data collection, sampling, testing, and analysis to evaluate process effectiveness and levels of compliance.
- Execute audit testing activities in accordance with audit plans and quality assurance standards.
- Prepare audit reports, findings, and recommendations to support compliance, risk mitigation, and continuous process improvement.

Continuous Improvement

- Support the development and implementation of internal controls, risk assessments, assurance plans, and Continuous Improvement initiatives.
- Document and map business processes, facilitate focus groups, and collaborate with stakeholders to identify and validate process improvement opportunities.
- Analyze business processes, conduct root cause analyses, and recommend solutions to improve efficiency, effectiveness, and quality controls.
- Develop and implement data collection methodologies, performance measures, and key metrics to monitor organizational performance and Continuous Improvement outcomes.
- Design, administer, and analyze surveys and other data-gathering tools, compiling results in tracking tools and spreadsheets to support decision-making and performance measurement.
- Analyze qualitative and quantitative data to identify trends, risks, inefficiencies, and opportunities for improvement.
- Prepare reports, presentations, and recommendations for management, and support the implementation and monitoring of improvement initiatives.

SCREENING CRITERIA:

1. An undergraduate degree in Business Administration or Commerce (equivalencies will be considered)
2. Experience in business process auditing and process mapping tools and techniques
3. Experience developing reports, presentations, and recommendations for management
4. Experience collaborating with stakeholders

ASSESSMENT CRITERIA:

1. Knowledge of process auditing and process mapping tools and techniques
2. Proficiency with information management and reporting systems
3. Ability to effectively exchange information
4. Ability to manage time and tasks and work independently
5. Ability to think critically
6. Stakeholder engagement skills
7. Attention to detail and analytical skills
8. Professionalism

SALARY: CG-30 (\$51,615 - \$57,330 per annum) as per the NAPE GS Collective Agreement (classification under review)

CLOSING DATE: Monday, August 24th by 4:00pm

Applications, quoting competition number **MAA.MAII.11.2026**, must be submitted to amythomas@maa.ca

Applicant Information:

- For additional information on this job opportunity please contact Amy Thomas, Human Resources Consultant at amythomas@maa.ca or 709-330-0855.
- The Municipal Assessment Agency values inclusion, diversity, equity and accessibility, and a workplace culture that benefits from varying ideas and lived experiences.
- We are committed to providing an inclusive recruitment process with a focus on removing barriers. For common potential accommodations and adjustments during the recruitment process, contact amythomas@maa.ca or 709-330-0855. Accommodation information will be kept confidential.
- It is the responsibility of the applicant to submit an application that demonstrates the required screening criteria outlined in the job posting.
- All applications must contain accurate contact information, including current mailing address, email address and phone number.
- Preference will be given to applicants who are a Canadian citizen or permanent resident of Canada or those who are legally entitled to work in Canada.