

Manager of Data Science & Analytics

Unit: Business Systems & Solutions

Location: Burnaby, BC or Victoria, BC

Supervisor's Title: Director of Business Systems & Solutions

Approved Classification: IS24

Who we are and what we stand for

Consumer Protection BC is a not-for-profit regulator responsible for overseeing certain sectors and specific types of consumer transactions. Our vision is a province where all citizens of BC are empowered in their transactions as a result of rigorous and consistent business compliance and through the provision of information.

We are a small team of dedicated and passionate individuals who champion our corporate values of curiosity, integrity and impact. These employee-chosen values guide the delivery of our services and can be seen in our daily work. We are an equal opportunity employer and workplace, where all individuals are supported in a safe environment that is committed to continuous learning.

What you will be doing

The Manager of Data Science & Analytics uses their advanced knowledge in the field of statistics and analytical modeling to draw insights and develop data driven solutions that impact strategic and operational decision making, leading to improved corporate business outcomes. Working with cross-functional teams, the Manager collects and processes large volumes of data and applies statistical and machine learning algorithms to solve complex problems to uncover actionable insights and drive data-informed decision-making processes.

Specifically, the Manager will:

- Complete data collection and preparation by defining data requirements, identifying relevant internal and external sources, and cleaning, validating and preprocessing data to optimize it for analysis, modeling, and visualization. This includes conducting data quality checks and ensuring data integrity.
- Use statistical concepts for conducting rigorous data analysis, building and testing hypotheses and building statistical models.
- Explore and analyze data to identify emerging issues, trends, risks, corporate implications, target audiences and make recommendations.
- Conduct exploratory data analysis, build statistical and analytical models and draw meaningful conclusions.
- Conduct various statistical, analytical and modeling techniques to transform data into actionable insights and solve business problems.
- Create data visualizations, reports and compelling presentations for diverse audiences.

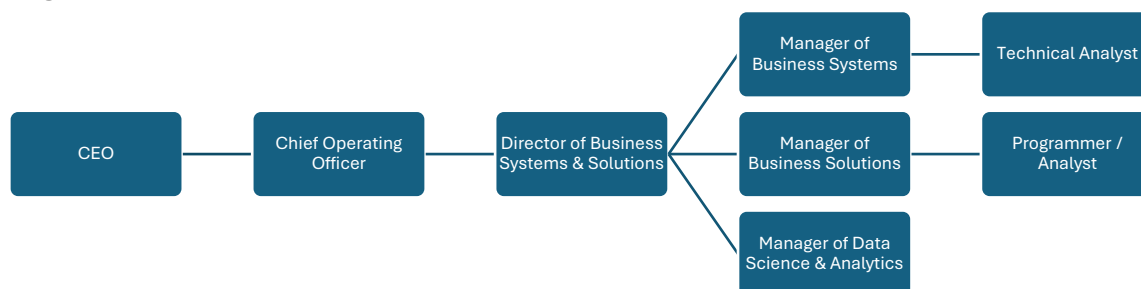
- Convey complex technical concepts through storytelling and effective communication. Present data-driven insights and recommendations in a clear and understandable manner.
- Design, develop and deploy fully lifecycle of machine learning models including feature engineering, model evaluation and optimization.
- Plan and design data projects, by defining needs and objectives, creating models, conducting quality checks and developing testing plans to ensure quality and accuracy.
- Collaborate with cross-functional teams and lead project teams in the conception, development and implementation of data-driven solutions.
- Act as the statistical resource at meetings, explaining complex concepts, building knowledge, seeking perspectives and developing better solutions.
- Provide advice and assistance in developing research methods, sampling techniques, questionnaire design, data analysis and other evaluation and measurement processes.
- Research and evaluate new methodologies, approaches, and solutions and maintain an awareness of developments and new technologies while upholding ethical and privacy standards and contributing to data strategy and governance.
- Research, draft, review and recommend internal data management policies, standards and processes, ensuring adherence to all relevant legislative and regulatory requirements.
- Other duties may be assigned.

Who you will be working with

In addition to working with your team, you are expected to build positive relationships with:

- **Business Systems & Solutions department:** Collaborates on development of new and enhanced operational applications, databases and queries that support data modelling and analysis, and produces reports and insights for use at all levels of the organization.
- **Other departments:** Collaborates and communicates openly with other departments, holding our values of curiosity, integrity and impact in mind. Provides data, insights and information to support business, licensee, consumer and sector relations activities.
- **Executive Leadership:** Collaborates on the development of various business and operating plans that require data, measures, insights from corporate and other data sources. Informs and collaborates on operational projects in various departments that involve data capture, analysis, insights and process improvement.

Organizational Chart



What you should know

This role has unique working conditions and special requirements you should be aware of:

- Rare travel required between Victoria and Burnaby offices.
- Required to complete a criminal record check.
- Required to sign and adhere to Consumer Protection BC's Standards of Conduct.

What we are looking for

Education & Experience

- Post-secondary education with a focus in in statistics, mathematics, data science, research or other related fields of study or a combination of experience and education.
- Minimum two years' experience in advanced analytics, complex statistical analysis, mathematical modeling, data mining, data visualization and optimization.
- Track-record of applying modeling techniques and statistics to solve real world problems.
- Project management experience considered an asset.
- Experience with Microsoft Power BI and Excel Advanced.
- Experience with programming languages such as Python or R.
- Experience with relational databases, such as SQL, and scripting languages.

Knowledge, Skills & Abilities

- Ability to independently analyze problems systematically, organize information, identify key factors, determine underlying causes and generate solutions.
- Ability to take complex concepts and data and distill them into simple language and visual representations for easy understanding by internal and external stakeholders.
- Ability to plan, organize and coordinate work effectively while dealing with conflicting demands, shifting priorities and tight deadlines.
- Ability and willingness to align one's own behavior with the needs, priorities and goals of the organization and to promote organizational goals to meet organizational needs.
- Ability to exercise tact and objectivity while working with sensitive, confidential or polarizing issues and/or information.
- Ability to discover and meet the needs of diverse teams and work groups across the organization in order to achieve common goals.
- Expert in simulation, modeling, research and statistical techniques, including data manipulation, transformation and analysis.
- Proficient in programming languages, with ability to use various software tools and applications for data collection, processing, analysis modelling and visualization.
- Self-directed and able to proactively manage complex projects.
- Strong critical thinking and problem-solving skills.
- Ability to establish and maintain effective collaborative relationships.
- Strong communication skills with diverse audiences, expressing ideas and concepts effectively and persuasively, orally and in writing.

- Familiarity with data science industry-related concepts such as probability, distributions, regression and hypothesis testing.
- Knowledgeable and proficient in applying machine learning and deep learning techniques, frameworks and methods for data modeling and evaluation.

Values & Competencies

Our corporate values guide the delivery of our services and our everyday work and behaviour:

- **Curiosity:** We seek out information in a fair and balanced approach. We create space for continuous learning and diverse perspectives.
- **Integrity:** We take ownership of and responsibility for our work. We treat others with respect and dignity.
- **Impact:** We empower others by providing resources and education. We strive to make a positive difference.

Our core competencies, those we expect every person at Consumer Protection BC to hold, are:

- **Teamwork:** The ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Listening, Understanding & Responding:** The ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.
- **Service Orientation:** The desire to identify and serve others, who may include the public, colleagues, other organizations and government.

Position competencies, those we expect the successful candidate in this role to hold, are:

- **Planning, Organizing and Coordinating:** Proactively planning, establishing priorities and allocating resources to meet performance targets.
- **Information Seeking:** Going beyond the questions that are routine or required in the job.
- **Flexibility:** The ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups.
- **Problem Solving / Judgement:** The ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and uses several analytical techniques to break apart complex situations or problems to reach a solution.