

# Program Manager of Inspection Services

## City of Guelph | Ontario

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### ABOUT THE CITY OF GUELPH

When you join the City of Guelph, you join a team of 2,000 full and part-time employees who deliver services the community relies on every day. Together, Guelph's employees bring to life a vision of an inclusive, connected, and prosperous city where employees and citizens look after each other and their environment. As a regional top employer, the City of Guelph values its employees and offers competitive salaries, excellent benefit packages, opportunities for professional development, a healthy work-life balance, and many roles with flexible work options. Guelph's corporate values are integrity, service, inclusion, wellness, and learning. Guelph is consistently ranked as one of the best places in Canada to live, work, and play—all good reasons to consider a career in this beautiful city.

### ABOUT THE ROLE

Reporting to the Chief Building Official, the **Program Manager of Inspection Services** will be responsible for the supervision, guidance, and training of the Building Inspection team with a focus on quality customer service and continuous improvement. Guided by the goals and objectives of the City's Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Vision for an inclusive, connected, and prosperous city.

### PRIMARY RESPONSIBILITIES

- Provide visible and positive leadership to staff consistent with the commitments of Guelph's corporate values, developing and nurturing a work environment that is inclusive, respectful, and motivating.
- Responsible for the management, supervision, guidance, and direction of the Building Inspection team.
- Champion and facilitate change in a team-based working environment.
- Evaluate performance and assist in establishing objectives for staff, monitoring results, and providing coaching and training & development opportunities.
- Monitor the quality of on-site inspections and provincially mandated inspection response times.
- Oversee inspection staff in the field and accurately assess Inspector performance.
- Manage the City's Backflow Prevention and Septic System Programs.
- Develop policies & procedures and implement modern technologies.
- Perform on-site inspections, as required.
- Prepare and issue reports, letters, and Orders in relation to on-site inspections.
- Issue Provincial Offence Notices and Information under the Provincial Offences Act and attend court.
- Take on special projects as deemed necessary by the Chief Building Official.
- Act as Designate of the Chief Building Official.
- Establish and maintain positive relationships with the public, professionals, and City staff.

## QUALIFICATIONS

- Completion of a 3-year community college diploma program in Architectural or Construction Technology (or the equivalent) with considerable experience in municipal building inspection and strong leadership skills acquired through experience directly supervising, leading, and motivating staff.
- Must possess excellent team skills and have a sincere focus on quality customer service as well as the ability to achieve performance measurement targets.
- Excellent interpersonal and conflict resolution skills and the ability to establish and maintain effective working relationships with a diverse group of stakeholders, communicating clearly and effectively both orally and in writing.
- Demonstrated ability to manage change and direct the establishment of innovative procedures and practices.
- Proven ability to set priorities, solve problems and meet deadlines under pressure
- Accredited with the Ontario Building Officials Association as a Certified Building Code Official or equivalent.
- Qualified with the Ministry of Municipal Affairs and Housing in the following categories: House, Small Buildings, Large Buildings, Complex Buildings, Plumbing – House, Plumbing – All Buildings, HVAC – House, Detection, Lighting & Power, Building Services and Building Structural. Applicants who do not currently possess these qualifications will be required to do so within a reasonable timeframe.
- Successful completion of, or willingness to obtain the Ministry of Municipal Affairs and Housing examination entitled “Powers and Duties of Chief Building Officials” within a specified timeframe.
- Extensive knowledge of the Building Code Act, Ontario Building Code, Ontario Fire Code, the Backflow Prevention By-law, and relevant municipal by-laws.
- Must be knowledgeable of the Provincial Offences Act and the Occupational Health & Safety Act.
- Excellent computer skills with Microsoft Outlook, Word, and extensive experience with AMANDA or similar software.
- A satisfactory Police Record Check (including vulnerable sector screening) will be required at time of offer.
- Valid Class “G” driver’s licence with a safe driving record. Successful candidates will be required to provide a current driver’s abstract prior to their start date to confirm their licence is held in good standing and that it has not been suspended or revoked under the Highway Traffic Act (HTA) or Criminal Code of Canada in the last 5 years. The City of Guelph will take into consideration the number of demerit points and/or nature of the infractions to determine if it meets our requirements.

## DIVERSITY AND ACCOMODATION

The City of Guelph is an equal opportunity employer that values diversity in the workplace. We are happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation to participate in the hiring process, please contact us to make your needs known in advance. Personal information collected through the recruitment process will be used solely to determine eligibility for employment.

## HOW TO APPLY

To express interest in this exciting opportunity, email your cover letter and resume to:

Patrick Rowan, Partner, Feldman Daxon Partners

45 St. Clair Avenue West, Suite 700, Toronto, ON M4V 1K9

Tel: 416-515-7600 x254 | Email: [prowan@feldmandaxon.com](mailto:prowan@feldmandaxon.com)

### **About Feldman Daxon Partners**

Feldman Daxon Partners is Canada's longest-standing national provider of executive search, career transition, and coaching/leadership development services. For over 30 years, we have been at the forefront of innovation in human resources consulting by integrating these three services. Our Executive Search practice has been locating top talent for senior executive and managerial positions on a retainer-fee basis since our firm was founded in 1991. Our unwavering set of core values and dedication to client service has allowed us to build and maintain relationships with hundreds of clients in every market sector, and across Canada. Regular communication, high quality candidate shortlists, industry knowledge, judgment, and expediency in our retainer search services are all reasons Canada's leading companies choose to partner with the professionals at Feldman Daxon.