



## **SUPERVISOR, PLAN REVIEW**

**Permanent, full-time position with Canada's largest municipality – Various locations (Scarborough Civic Centre, Etobicoke Civic Centre, City Hall, and North York Civic Centre)**

**Toronto Building** has a bold ambition to become a modern, client centric regulator that helps the City achieve its strategic objectives through partnership, innovation and regulatory excellence. As Canada's largest municipal building regulator, the Division is critical to Toronto's success and prosperity. Its core services — issuing building permits and inspecting construction — ensure that Toronto's built environment is safe, accessible, and sustainable. These services also play a critical role in delivering many of Toronto's city-building priorities, including affordable housing.

As the Supervisor, Plan Review, reporting to the Manager, Plan Review, you will supervise the operations of the plan review function with a client-centric and solution-focused approach.

### **Leadership and Team Management**

Looking to the future as you lead your team, you will implement detailed plans and recommend policies and procedures regarding program specific requirements. You will supervise the daily operations of all assigned staff, including scheduling, assigning, and reviewing of work and the authorization and coordination of vacation and overtime requests.

Demonstrating your strong leadership skills, you will provide expert technical guidance, and employ effective problem-solving strategies to team members by addressing escalated issues from both staff and the public. You will offer guidance on complex and high-profile projects, specifically addressing zoning and building code considerations. Your primary focus is to ensure compliance with the Ontario Building Code Act, the Ontario Building Code, and other relevant laws in alignment with Divisional goals and objectives.

Promote a client-centric and solution-oriented approach within your team, applying recommendations and offering practical solutions throughout the building permit review process.

### **Training and Development**

Effective supervision, motivation, and training of assigned staff are essential for effective teamwork, maintaining high standards of work quality and organizational performance, promoting continuous learning, and encouraging innovation among team members. Seize opportunities to coach and empower your section staff, encouraging them to take accountability for their performance and promote individual effectiveness.

Guide your team to deliver consistent service by training staff and actively participating in the development of training programs tailored to the learning goals and objectives of the Division and Section.

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## **Quality Assurance**

Ensure that the teams key performance indicators are met by utilizing management reports to measure and analyze results and make recommendations for improvement to the Manager. You will have a vital role in supporting audit reviews by assisting the manager in reviewing and updating policy requirements, ensuring alignment with the latest legislative changes, and contributing to process enhancements.

You will participate in collaborative efforts across customer experience, inspections, plan review and strategic priorities teams to implement enforcement programs. Utilize targeted approaches for best practices and efficiencies, ultimately enhancing the overall customer experience.

## **Expert Insights**

You will oversee the calculation of applicable charges and fees (development charges, permit fees, etc.), in accordance with policies, guidelines and the Ontario Building Code. In your role as a representative of the Division in dispute resolution related to plan review, you will engage with citizens, ratepayer's associations, tenant associations, contractors, lawyers, and engineers, as required.

You will oversee the preparation of crown briefs and assist in preparation of reports to City Council, Standing Committees and Community Councils on issues related to the Section when required. Additionally, you will supervise staff in the preparation of evidence for presentation before the courts.

## **Key Qualifications:**

### **Your application must describe your qualifications as they relate to:**

1. Post-secondary education in a professional discipline pertinent to the job function combined with relevant experience or the equivalent combination of education and experience.
  2. Experience leading, coaching, training, and/or mentoring staff, preferably in a unionized environment.
  3. Considerable experience reviewing projects related to the Development Process.
  4. Qualified or in the process of obtaining qualification, or able to complete and achieve qualification as a Supervisor, Plan Review as required and administered by the Ministry of Municipal Affairs and Housing in accordance with the Ontario Building Code Act.
  5. Knowledge and understanding of building construction, the Ontario Building Code Act, the Ontario Building Code, Zoning By-Laws and/or other municipal codes, by-laws or other laws relating to the construction industry.
  6. Strong ability to establish effective customer service excellence in a service-oriented environment.
  7. Ability to maintain effective working relationships with community groups, stakeholders, elected officials and other senior managers as well as represent the Division and/or the City.
  8. Ability to deal with confidential or sensitive issues including employee relations matters while applying independent judgment and discretion.
  9. Highly developed interpersonal skills with the ability to interact and communicate effectively at all levels of the organization.
  10. Excellent analytical, problem solving, change management and conflict resolution skills.
  11. Familiarity with relevant Collective Agreements, Occupational Health and Safety Act, Employment Standards Act, Human Rights policies as well as other applicable legislative and contractual obligations and corporate policies.
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**Salary Range:** \$101,900 to \$131,222 per annum

**Toronto** is home to more than 2.9 million people whose diversity and experiences make this great city Canada's leading economic engine and one of the world's most diverse and livable cities. As the fourth largest city in North America, Toronto is a global leader in technology, finance, film, music, culture, and innovation, and consistently places at the top of international rankings due to investments championed by its government, residents and businesses. For more information, visit [jobs.toronto.ca](https://jobs.toronto.ca) or follow us on Twitter at [Twitter.com/CityTOjobs](https://twitter.com/CityTOjobs), on LinkedIn at [Linkedin.com/company/city-of-toronto](https://linkedin.com/company/city-of-toronto) or on Facebook at [Facebook.com/CityTOjobs](https://facebook.com/CityTOjobs).

**How to Apply:**

For more information on this and other opportunities with the City of Toronto, visit us online at <https://jobs.toronto.ca/jobsatcity/>. To apply online, submit your resume, quoting **Job ID 44122**, by Tuesday, February 20, 2024.

**Equity, Diversity and Inclusion**

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to [employment equity](https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US) < [https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en\\_US](https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US) >.

**Accommodation**

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the application process is available upon request](https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US). Learn more about the City's [Hiring Policies and Accommodation Process](https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US) < [https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en\\_US](https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US) >.

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