



SUPERVISOR, INSPECTIONS

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, Inspections reporting to the Manager, Inspections, you will lead a diverse team in delivering efficient building inspection services with a client-centric and solutions-focused approach.

Leadership and Team Management

Looking to the future as you lead your team, you will implement detailed plans and apply 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. 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. This includes overseeing that the assigned staff conducts inspections according to Toronto Building's policies, procedures and Inspection Standards using a client-centric approach.

Investigating complaints dealing with conduct or decisions of staff and taking appropriate action. Supporting managers with tracking and monitoring of required staff qualifications.

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.

Quality Assurance

Ensure that the team's key performance indicators are met by utilizing management reports to measure and analyze results and make recommendations for improvement to the Manager. You will assist the managers in completing quality assurance checks, verifying compliance with inspection and health and safety policies. Provide guidance to your staff in using various tools to enforce and achieve compliance in a variety of situations.

Expert Insights

You will be reviewing professional reports, make decisions on contentious issues and escalating to management for resolution when necessary. You will mediate and resolve matters arising from non-compliance, including the recommendation of compliance alternatives as appropriate. In your role as a representative of the Division in dispute resolution related to inspection and enforcement matters, you will engage with citizens, ratepayer's associations, tenant associations, contractors, lawyers, and engineers, as required.

You will provide immediate on-site emergency response to structural failures and building emergencies on a 24-hour, 7-day basis as needed. Assist managers in hiring consultants and contractors and directing them along with other stakeholders, to resolve hazardous and unsafe conditions posing a threat to public safety. Additionally, you will respond to and supervise staff responses to unsafe buildings and other emergencies, coordinating remedial action and monitoring the resolution of all open Orders and permits.

You will assist in preparation of reports to City Council, Standing Committees, and Community Councils on issues related to the Section when required. You oversee assigned staff in issuing Orders under the Ontario Building Code Act and carry out the enforcement of these orders. This includes making recommendations for prosecution, supervising the preparation of evidence and crown briefs for court presentations, and utilizing various enforcement tools to gain compliance. You may be required to act as representative of the City in civil litigation, appearing in court to provide evidence on the Ontario Building Code Act, the Ontario Building Code, and other applicable laws.

Key Qualifications:

Your application must describe your qualifications as they relate to:

1. A 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. Extensive experience in all aspects of building inspection and construction, with a focus on compliance with the Building Code Act and its associated regulations.
 4. Qualified, or in the process of obtaining qualification, or able to complete and achieve qualification as a Supervisor, Inspections as required and administered by the Ministry of Municipal Affairs and Housing in accordance with the Ontario Building Code Act.
 5. Must possess a valid Ontario Class "G" Driver's license, be eligible to obtain a City driving permit, and have access to a properly insured vehicle.
 6. 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.
 7. Strong ability to establish effective customer service excellence in a service-oriented environment.
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8. 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.
9. Ability to deal with confidential or sensitive issues including employee relations matters while applying independent judgment and discretion.
10. Highly developed interpersonal skills with the ability to interact and communicate effectively at all levels of the organization.
11. Excellent analytical, problem solving, change management and conflict resolution skills.
12. 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.

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 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 44366**, 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 >.

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 >.
