

Program Manager of Zoning Services

Why Guelph?

When you join the City of Guelph, you join a team of over 2000 employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment. As a single tier municipality, we offer a variety of occupations and career specialities within our organization. Guided by the goals and objectives of the Future Guelph: Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision for an inclusive, connected, prosperous city.

What we offer

We offer competitive wages and comprehensive benefits to meet the needs of our diverse employees. Many of our positions offer:

- Paid vacation days, increasing with years of service
- Paid personal days;
- Hybrid and flexible work arrangements;
- Defined benefit pension plan with OMERS, including 100-per-cent employer matching;
- Extended health and dental benefits, including Health Care Spending Account;
- Employee and Family Assistance Program;
- Parental leave top up program;
- Learning and development opportunities including tuition assistance
- Employee recognition programs.

Position overview

We are hiring for the position of Program Manager of Zoning Services within Building Services. Reporting to the Chief Building Official, the successful candidate will be responsible for the supervision, guidance and training of the Zoning Services team with a focus on quality customer service and continuous improvement processes.

Key duties and responsibilities

- Provide visible and positive leadership to staff consistent with the commitments of our corporate values, developing and nurturing a work environment that is inclusive, respectful and motivating for staff.
- Responsible for the management, supervision, guidance, and direction of the Zoning Services team.
- Champion and facilitate change in a team-based working environment.
- Evaluate performance and assist in establishing objectives for staff, monitor results, and provide coaching, training and development opportunities as needed.

- Responsible for the administration and enforcement of the Zoning By-law, Sign By-law, Swimming Pool and Hot Tub By-law, Lodging House Certification process and the Additional Residential Dwelling Unit Registration program.
- Responsible for the issuance of all Sign By-law permits and overseeing the preparation of all Sign By-law variances.
- Develop policies and procedures and implement new technologies.
- Review property related information (plans, etc.) and perform on-site inspections with staff, as necessary.
- Issue Provincial Offence Notices and Informations under the Provincial Offences Act and attend court, as necessary.
- Monitor the quality of complaint investigations and all response time service standards.
- Responsible for overseeing continuous improvement initiatives for the department.
- Representative for Building Services on the Corporate Health and Safety committee.
- Perform other related duties as assigned.

Qualifications and requirements

- Completion of post-secondary education in Zoning By-law Administration/Urban Planning or related field.
- Extensive experience in zoning by-law administration, inspection and enforcement within a municipal or similar government setting.
- Valid Class "G" driver's licence with a good 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.
- Successful completion of, or be willing to obtain, the Ontario Building Officials Association: Zoning Administration and General Legal/Process courses within a specified timeframe.
- Successful completion of, or be willing to obtain, the Association of Municipal Managers, Clerks and Treasurers of Ontario Primer on Planning course within a specified timeframe.
- Certified, or be willing to become certified by the Municipal Law Enforcement Officers' Association within a specified timeframe.
- Leadership skills acquired through experience supervising, leading and motivating staff.
- Must have extensive knowledge of the Ontario Planning Act and municipal Zoning By-law(s).
- Must be knowledgeable of the Provincial Offences Act and the Occupational Health and Safety Act.
- Ability to establish and maintain effective working relationships with a diverse group of stakeholders including the ability to communicate effectively and provide excellent customer service.
- Excellent conflict resolution and change management skills.
- Ability to set priorities, solve problems and meet deadlines under pressure.
- Experience with AMANDA software or other permit tracking software would be considered an asset.
- A satisfactory Police Record Check (including vulnerable sector screening) would be required at time of offer.
- Candidates with an equivalent combination of education and experience may be considered.

Hours of work

35 hours per week, Monday to Friday, between the hours of 8:30 a.m and 4:30 p.m. This position is eligible for hybrid and flexible work arrangement options (as per current corporate policy).

Pay/Salary

Non-Union Grade 6: \$91,567.41-\$114,459.27

How to apply

Qualified applicants are invited to apply using our **online** application system by **Sunday, April 14, 2024**. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered.

Please visit the job posting listed on our City of Guelph [careers page](#) and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace where employees feel welcome, valued and engaged. Our employment policies strictly prohibit all forms of discrimination on any of the grounds in relevant laws. All employment practices are solely based on individual merit, qualifications, and organization's needs at the time. In keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, we are committed to working with and providing reasonable accommodation for qualified individuals in our job application procedures. If you need an accommodation in order to participate in the hiring process, you may 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. We thank all candidates in advance; however, only those being considered for an interview will be contacted.