



SUPERVISOR, CUSTOMER EXPERIENCE

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, Customer Experience reporting to the Manager, Customer Experience, you will supervise the operations of customer and public facing services including the intake of permit applications, payment of fees and the provision of general information to the public.

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. Make sure to investigate complaints dealing with conduct or decisions of the staff and take appropriate action when necessary.

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.

Customer Experience

Fostering and encouraging a strong customer focus within the team will help ensure that efficient, courteous service is provided to the public through the general phone line, e-mail inbox and counter services.

Guide your staff in interpreting applicable legislation and policies. Ensure that operating procedures are current and effective to enable staff to provide accurate, consistent advice to clients and the public.

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.

Verify the accurate collection, reconciliation, and tracking of the Division's fee revenue, including fees for other divisions and agencies. Adhere to policies, guidelines, and the Ontario Building Code, making adjustments or corrections as needed.

Expert Insights

You will oversee the review of complex fee, revenue and accounting matters and recommend system enhancements to improve the integrity of financial information, while ensuring effective internal controls are in place.

You will monitor the receipt, processing and issuance of building permits, and conduct research on best practices, process improvements and technological developments within the assigned area.

Collaborate with staff to determine the completeness of permit applications. As you represent the Division on various internal committees, familiarize yourself with the development of policies and procedures designed to improve efficiencies and customer experience.

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. Experience guiding teams to achieve key performance metrics to meet program standards and legislative requirements.
4. Considerable experience providing exceptional customer service in a regulatory environment, addressing partner and stakeholder inquiries, ensuring compliance and deadlines are met.
5. Qualified or in the process of obtaining qualification, or able to complete and achieve qualification as a Supervisor, Customer Experience as required and administered by the Ministry of Municipal Affairs and Housing in accordance with the Ontario Building Code Act.
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.
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, through phone, in-person and written interactions.
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.

Experience in financial reconciliation and interpretation and application of the municipal by-laws and relevant legislation is considered an asset.

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 44047**, 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 >.