

Quality Assurance Assessor & Trainer

- **Job ID:** 48083
- **Job Category:** Buildings, Property Operations & Real Estate
- **Division & Section:** Toronto Building, Customer Experience, Plan Review, Inspections and Strategic & City-Wide Priorities
- **Work Location:** Etobicoke Civic Centre, 2 Civic Centre Court, Scarborough Civic Centre, 150 Borough Dr., City Hall, 100 Queen St W., North York Civic Centre, 5100 Yonge St.,
- **Job Type & Duration:** Full-time, 4 Permanent Vacancies
- **Salary:** \$93,734.00 - \$123,449.00, PSG TM2530, Wage Grade 6.5
- **Shift Information:** Monday to Friday, 35 Hours per week
- **Affiliation:** Non-Union
- A Qualified List will be established to fill permanent and temporary positions.
- **Number of Positions Open:** 4
- **Posting Period:** February 26, 2025 to March 19, 2025

Job Description

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 include issuing building permits and inspecting construction, to 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.

In the role of **Quality Assurance Assessor and Trainer**, you will be responsible for assessing and ensuring that quality assurance practices are consistent and compliant with established Divisional standards, policies, and procedures. Reporting to the Program Coordinator Quality Assurance, you will audit employee performance, monitor quality assurance, support the development of and facilitation of staff training, in addition to supporting the development and implementation of Toronto Building's Quality Assurance program and tools for an assigned section.

Major Responsibilities:

- Supports the Program Coordinator Quality Assurance, Management Team and Divisional Working Groups while collaborating with Quality Assurance staff across sections within the Divisional governance framework to coordinate Divisional programs.
 - Enhances quality assurance processes by providing advice to management, preparing internal audits across various processes and supporting the development of new quality assurance tools.
 - Supports the ongoing improvement and maintenance of training programs by identifying necessary updates, recommending staff development needs, and assisting in the coordination and facilitation of training to align with industry standards and regulatory changes.
 - Supports the Program Coordinator Quality Assurance in the identification, development, and maintenance of program standards, policies, and service directions to improve operational efficiency and effectiveness in the assigned section.
 - Develops and implements detailed plans and recommends policies regarding program specific requirements.
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- Identifies gaps from internal audit findings and provides recommendations to Program Coordinator Quality Assurance. Works with Divisional Working Groups on complex organizational change initiatives to help create a work environment and structure that facilitates and promotes a culture of continuous improvement, accountability, and organizational excellence.
- Manages assigned projects ensuring effective teamwork and communication, high standards of work quality, organizational performance and continuous learning.
- Conducts research into assigned section ensuring that such research takes into account developments within the field, corporate policies and practices, legislation and initiatives by other levels of government. Identifies best practices and promotes the same.
- Conducts field audits associated with assigned section to evaluate and determine adherence to Divisional policies and procedures, legislated requirements, and makes recommendations based on findings.
- Enhances the Division's control framework and ability to meet its risk management requirements in key business processes by providing appropriate training, education, and information to staff on risk and control issues, as well as effective management principles/practices.
- Assesses, documents, and reports employee performance, non-compliance, breaches of standards and other findings to management and makes recommendations for resolution which could impact employee's employment. Works in collaboration with Management to take corrective action as required.
- Conducts periodic review of records/reports to determine timeliness, completeness, and adherence to standards for confidentiality and security of records. Accesses confidential performance related data from the Division's integrated work management system.
- Identifies below standard performance that creates a liability for the City and prepares reports recommending actions that include staff training to prevent re-occurrence.
- Mentors and provides consultation to staff in assigned section on policies and procedures and other quality assurance related issues.
- Provides support to management on employee relations matters as they relate to training and employee performance. Provides supporting evidence in the case of grievances based on audit evaluations.
- Reinforces the City's ongoing effort for organizational excellence by transforming the section into a higher performing and results-based team.
- Deals with confidential information affecting the Division and its resources. Prepares reports and makes recommendations on changes to business processes, resource allocation and staffing levels.
- Assist management in addressing any Internal Audit and Auditor General recommendations, where required.
- Appears and gives evidence in court and before the Building Code Commission and Ontario Municipal Board on the Ontario Building Code Act, the Ontario Building Code, and other applicable laws, as required.

Key Qualifications:

1. Post-secondary education in a professional discipline pertinent to the job function such as urban planning, architectural technology, civil engineering technology, construction management, business administration, quality assurance, or an equivalent combination of education and experience.
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2. Considerable experience monitoring, tracking and analyzing performance data and metrics to make recommendations for key issues and ensure compliance with relevant policies, procedures, legislation and divisional standards.
3. Experience in business process improvement and applying quality assurance methodologies and standards, with a focus on research, training, and the development and implementation of programs and tools to optimize divisional practices.
4. Experience with regulations relevant to building construction, statutes, and municipal by-laws with respect to building code standards and applicable laws.
5. Must possess or be able to obtain the following Ministry of Municipal Affairs & Housing BCIN Qualification requirements for building officials: Powers and Duties of a Chief Building Official (Legal).
6. Excellent interpersonal and customer service skills required to establish and maintain effective working relationships with clients, staff, and the public.
7. Highly developed analytical, problem solving, communication and presentation skills.
8. Proficient in the use of various computer applications including MS Office (e.g. Word, PowerPoint, Excel, Visio) and databases to create reports, presentations, and support performance analysis.
9. The ability to exercise discretion, sound judgment and maintain confidentiality.
10. Familiarity with relevant legislation and standards, including Municipal Freedom of Information and Protection of Privacy Act, Occupational Health & Safety Act, etc.

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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 through the job portal, quoting **Job ID 48083**, by **Wednesday, March 19, 2025**.

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](#).

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.](#) Learn more about the City's [Hiring Policies and Accommodation Process](#).
