

## Supervisor Express Services

**Job ID:** 57232

**Job Category:** Audit, Compliance & Inspections

**Division & Section:** Toronto Building, Strategic & City Wide Priorities

**Work Location:** City Hall, 100 Queen Street West

**Job Type & Duration:** Full-time, Permanent

**Salary:** \$103,431.00 - \$141,247.00, TM1872 and wage grade 7

**Shift Information:** Monday to Friday, 35 hours per week

**Affiliation:** Non-Union

**Number of Positions Open:** 1

**Posting Period:** 26-Jun-2025 to 11-Jul-2025

### Job Description:

The **Supervisor Express Services** supervises the intake, review, issuance and inspection/enforcement of Building Permits and Sign Permits, in accordance with the Ontario Building Code Act, the Ontario Building Code, the Sign By-law, and the Zoning By-law as related to Express Services.

### Major Responsibilities:

- Implements detailed plans and recommends policies/procedures regarding program specific requirements.
  - Supervises, motivates and trains assigned staff, ensuring effective teamwork, high standards of work quality and organizational performance, continuous learning and encourages innovation in others. Coaches and motivates section staff to ensure team performance and promote individual effectiveness and empowers staff to take accountability for their performance.
  - Supervises the day to day operation of all assigned staff including the scheduling, assigning and reviewing of work. Authorizes and coordinates vacation and overtime requests. Monitors and evaluates staff performance, approves salary increments, hears grievances and recommends disciplinary action when necessary.
  - Provides input into and administers assigned budget, ensuring that expenditures are controlled and maintained within approved budget limitations.
  - Supervises the day to day deployment of all assigned staff including the scheduling, assigning and reviewing of work to ensure compliance with health and safety policies and all performance measures are met. Utilizes management reports to measure results.
  - Supports customer service, plan review, inspection and enforcement programs including targeted approaches and ensures a strong collaborative approach is utilized for effective results.
  - Demonstrates and encourages a strong customer service focus and ensures the management team and clients are updated on actions and outcomes as necessary.
  - Reviews investigation files, memo-books, and permit application files to ensure accuracy and completeness.
  - Assists staff in the preparation of evidence for presentation before various Tribunals, the Courts and Committees of Council.
  - Prepares correspondence and assists in preparation of reports to City Council, Standing Committees, Community Councils and the Sign Variance Committee on issues related to the
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Section.

- Represents the Division in dispute resolution relating to plan review, inspection and enforcement matters, and liaises with citizens, ratepayer's associations, tenant associations, contractors, lawyers and engineers.
- Reviews and approves Orders issued under the Ontario Building Code Act, Notices of Violation under the Sign Bylaw and Examiner's Notices as part of the Sign and Building Permit process.
- Responds to and supervises staff responses to unsafe buildings and other emergencies.
- Coordinates and supervises remedial action for unsafe buildings and structures, or the removal and storage of non-compliant signs.
- Undertakes responsibility for the safety of workers in accordance with the Occupational Health and Safety Act and corporate/divisional policies.
- Represents the Manager Express Services in his/her absence at Committee and Council meetings, as well as public meetings.
- Participates in the hiring of new staff for the Section.
- Investigates complaints dealing with conduct or decisions of staff and takes appropriate action.

**Key Qualifications:**

1. Post-secondary degree or diploma in a discipline pertinent to the job function, such as architectural technology, building science or civil engineering technology or an equivalent combination of education and experience.
2. Considerable experience reading and interpreting surveys and architectural drawings for compliance with Zoning By-Laws or the Ontario Building Code.
3. Considerable experience working with Zoning By-Laws, and/or Municipal By-laws, and the Ontario Building Code.
4. Experience supervising, training and/or coaching staff.
5. Qualified, or in the process of obtaining qualification(s), or able to complete and achieve qualification as a Supervisor, Express Services as required and administered by the Ministry of Municipal Affairs and Housing in accordance with the Ontario Building Code Act.
6. Ability to establish effective working relationships with employees, client divisions, outside agencies and/or politicians and other levels of government.
7. Ability to exercise independent judgement and discretion in dealing with confidential matters.
8. Ability to function effectively in a service-oriented environment and to balance the needs of the organization and customer base against available resources.
9. Ability to support the Toronto Public Service values to ensure a culture that champions equity, diversity and respectful workplaces.
10. Excellent interpersonal skills with the ability to communicate both orally and in writing at all organizational levels.
11. Excellent organizational skills and the ability to meet deadlines.
12. Familiarity with Collective Agreements, Occupational Health and Safety Act, Employment Standards Act, Employee and Labour Relations and Human Rights policies as well as other applicable government legislature.
13. Knowledge and understanding of all aspects of building construction and related legislation.

**How to Apply:**

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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 57232**, by **Friday, July 11, 2025**.

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### **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](#).

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