



## **Program Coordinator Quality Assurance**

**Two Permanent, full-time position with Canada's largest municipality**

**Locations: City Hall (100 Queen Street West) and Etobicoke Civic Centre (2 Civic Centre Court).**

**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.

In the role of Program Coordinator Quality Assurance, you will be responsible for creating and executing standards, programs, policies, and procedures to ensure consistent practices within an assigned section of the Division. Reporting to the Director and Deputy CBO, you will provide oversight and leadership for quality assurance, ensuring compliance with established Divisional Standards and relevant regulations.

### **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 assigned staff, including scheduling, assigning, and reviewing of work and the authorization and coordination of vacation and overtime requests.

### **Training and Development**

Effective supervision, motivation, and training of assigned staff are essential for effective teamwork, maintaining high standards of work quality, organizational performance, promoting continuous learning, and encouraging innovation among team members. This includes administrative, regulatory, and quality assurance training to the Quality Assurance Assessor and Trainer.

### **Customer Experience**

You will offer leadership, direction, processes, and tools to enhance efficiencies and elevate the effectiveness of services offered in Toronto Building. Collaborating with Divisional Working Groups on complex organizational change initiatives you will establish a work environment and structure that promotes a culture of continuous improvement, accountability, and organizational excellence. You will spearhead the development and implementation of best practices, procedures and quality standards and tools.

You will capture and utilize analytics regarding staff performance to make recommendations and strategies to improve team performance and results-based accountability.

### **Quality Assurance**

You will develop and coordinate all aspects of Toronto Building Compliance Quality Assurance programs. This includes designing training programs, documentation, and related materials to meet Divisional standards. Additionally, you will design, coordinate, and implement program evaluations, operational reviews, and audits to assess effectiveness and opportunities for improvement to meet compliance objectives.

As an expert in your field, you will be providing oversight for the overall approach to quality assurance and risk management services across the Division. Additionally, you will provide policy analysis, planning and research expertise to senior management to support the delivery of the Quality Assurance program. Reviewing gaps identified in internal audit results, you will offer recommendations to the management team to summarize your findings.

### **Expert Insights**

In this role, your responsibility is to research your assigned section taking into consideration developments within the field, corporate policies and practices, and legislative and government initiatives at various levels. This will enable you to identify and promote best practices within your assigned section and Division-wide.

As you will be dealing with highly confidential and sensitive information regarding City operations, assets, resources, staff, and management initiatives, it is imperative that you maintain confidentiality when carrying out your work.

You will provide confidential assessments of section issues, employee performance and business process simplifications due to policy/procedural changes, restructuring, and resource allocation. Analyzing current procedures, policies, and assessing employee performance and data is important to strengthen our activity monitoring. Your attention to detail will ensure that the documentation is adequate, consistent and non-compliant issues are mitigated.

You will assist management in addressing Internal Audit and Auditor General recommendations, where required. You may also be called to appear and give 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.

### **Key Qualifications:**

**Your application must describe your qualifications as they relate to:**

1. Post secondary degree or diploma in a discipline such as urban planning, architectural technology, science of building design, civil engineering technology, construction management or an equivalent combination and experience.
2. Experience providing oversight and/or leadership in quality assurance practices.
3. Considerable experience developing, implementing, and monitoring quality assurance processes, policies, evaluations, and training programs related to the development process.
4. Considerable experience in enforcing/applying regulations relevant to building construction, the Occupational Health Safety Act, statues and municipal by-laws respecting building code standards and applicable laws.
5. Considerable experience in business process design, development, and standardization.
6. 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).
7. Excellent interpersonal and customer service skills required to establish and maintain effective working relationships with clients, staff, and the public.
8. Ability to collect and analyze data to identify trends/efficiencies to form recommendations for key issues.
9. Highly developed analytical, problem solving, communication, presentation, and interpersonal skills.
10. Knowledge of municipal government operations, approval processes and political structure is preferred.

**Salary Range:** \$102,155 to \$135,815 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](https://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://www.linkedin.com/company/city-of-toronto) or on Facebook at [Facebook.com/CityTOjobs](https://www.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 49341**, by **Thursday, November 21**.

### **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](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](https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US) >.