

Advisor Strategic Support & Issues Management

Job ID: 56841

Job Category: Customer Service

Division & Section: Toronto Building, Strategic Support & Issues Management

Work Location: City Hall, 100 Queen Street West

Job Type & Duration: Temporary Full-Time, 18 months

Salary: \$103,431 - \$ 141,247, TM5278, Wage Grade 7

Shift Information: 35 hours per week

Affiliation: Non-Union

Qualified List will be established to fill permanent and temporary positions.

Number of Positions Open: 1

Posting Period: 31-July-2025 to 22-Aug-2025

To provide strategic operational advice, issues management and support to Toronto Building. To provide guidance on the development of responses and implementation of strategies to address and to track a broad range of divisional issues and critical occurrences. To participate in instilling a culture of customer service excellence throughout the Division.

Major Responsibilities

- Implements detailed plans and recommends policies/procedures regarding program specific requirements.
 - Conducts research into assigned area ensuring that such research takes into account developments within the field, corporate policies and practices, legislation and initiatives by other levels of government.
 - Provides input into and administers assigned budget, ensuring that expenditures are controlled and maintained within approved budget limitations.
 - Leads assigned projects from conception to completion, ensuring effective teamwork and communication, high standards of work quality and organizational performance and continuous learning. Prepares project plans and status updates for senior staff and related materials that contribute to divisional/City initiatives. Regularly updates documentation processes on divisional initiatives including the website and project directories within varying project governance frameworks.
 - Provides strategic advice, recommendations, and operational support to the Division on issues impacting multiple service streams, such as investigations and complaints related to staff, finances, business operations, policy and procedures. Leads the investigation and coordination of responses with functional teams and other City Divisions.
 - Responds to internal and external stakeholders as appropriate, applying professional judgement and aligning with all corporate policies and applicable legislation.
 - Liaises, builds and maintains relationships with political representatives, including Councillors, and their staff on matters pertaining to Toronto Building.
 - Works in consultation with the Manager to lead the development and implementation of the Division's issues management/resolution processes, reporting and systems, including effective strategies, policies and procedures to respond to, manage and track a broad range of complex
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divisional issues and critical occurrences, including coordination of responses with other City divisions as appropriate.

- Coordinates and chairs complainant and stakeholder meetings, with appropriate staff to guide issue resolution plans as required.
- Researches and analyzes confidential and sensitive information related to internal employee investigations, audit reports, Ombudsman investigations, council requests and complaints, City Manager's Office (CMO) inquiries, and restructuring initiatives affecting the Division. Provides assessment of issues and prepares recommendations detailing changes to business processes that may impact employee employment, policy/procedural changes, restructuring, changes in staffing levels and resource allocation, as required, based on findings.
- Identifies and reports performance concerns to management that may lead to employee disciplinary action. Provides evidence and testimony on information found through investigations and reports, pertaining to complaints and escalations to the CBO's Office.
- Appears and provides 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.
- Collaborates with Strategic Public & Employee Communications on issues of media and public relations interest, including public notifications, project signage and media materials, and provides timely information related to media requests, public surveys and corporate ad campaigns.
- Monitors publicly and politically sensitive issues and identifies options and approaches to issues, including coordinating divisional response, in collaboration with Strategic Public & Employee Communications.
- Raises awareness of the Division by drafting appropriate communication pieces with the goal of educating internal and external stakeholders, in conjunction with the divisional policy team.
- Performs strategic analysis. Prepares reports, agenda items, project briefing notes, guidelines, policy documents, internal newsletters and other material as required, in collaboration with strategic teams.
- Collaborates with other divisional teams on transformational initiatives to enable the division's vision of becoming a client-centric modern regulator.
- Responds to Freedom of Information (FOI) requests.
- Participates in investigations as required from the Office of the Ombudsman, Internal Audit, Auditor General and the management of fraud and waste complaints, to assist with ensuring that complex issues are addressed and appropriate action is taken within a timely manner.
- Drafts presentations, speeches and correspondence on behalf of the leadership team.
- Maintains a high level of knowledge of a broad spectrum of past and current corporate and City-wide issues, initiatives and business processes to exercise a high level of diplomacy and political acuity when managing sensitive and contentious issues with stakeholders.
- Participates on various committees and task forces as a divisional representative.
- Responds to emergencies, major incidents, media inquiries and emerging issues, in collaboration with the Manager, as required.
- Visits sites as required for investigations.

Key Qualifications

1. Post-secondary education in a discipline pertinent to the job function (i.e. public/business administration, communications, public relations, architecture, engineering and/or planning) or the equivalent combination of education and relevant experience.
2. Considerable experience managing complex issues and working with stakeholders (i.e. elected officials, residents, community and/or industry groups) to develop resolution strategies and action plans.
3. Considerable experience researching, investigating, analyzing data and developing and/or implementing broad scale initiatives/strategies/programs to track issues, and improve services and supports for staff and/or clients.
4. Considerable experience with project management methodology, application and execution and delivery of large scale or complex projects.
5. Considerable experience developing communication strategy documentation (eg: preparing reports, briefing notes, guidelines, and policy documents)
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. Ability to develop and maintain relationships with stakeholders, coupled with the ability to influence others with varying objectives and perspectives to achieve desired results.
8. Strong critical thinking and problem solving skills, judgment and political acumen, with an ability to work independently on confidential and sensitive matters.
9. Strong organizational skills with the ability to work in a fast-pace, high demand work environment with competing priorities and deadlines.
10. Knowledge of municipal government operations, approval processes and political structure.
11. Familiarity with government legislation in the area of occupational health and safety and other relevant government legislation including the Municipal Freedom of Information Act and the Accessibility for Ontarians with Disabilities Act.
12. Ability to interpret relevant legislation, regulations or by-laws related to industries such as planning, infrastructure, building design or construction.

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 56841**, by **Friday, August 22, 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](#).
