

Senior Manager, Customer Experience - Toronto Building

Job ID: 61665

Job Category: Customer Service

Division & Section: Toronto Building, Customer Experience Toronto Building

Work Location: 399 The West Mall

Job Type & Duration: Full-time, Permanent

Salary Range: \$142,104.00 - \$189,918.00; Wage Grade 9, PSG TM5436

Ideal Hiring Zone: \$149,825.00 – \$162,442.00.

Shift Information: Monday to Friday, 35 hours per week

Affiliation: Non-Union

Number of Positions Open: 1

Posting Period: 17-Feb-2026 to 03-Mar-2026

Lead the Future of Customer Service at Toronto Building

As a Senior Manager of Customer Experience, you'll support the Director of Customer Experience & Deputy Chief Building Official in overseeing customer service operations, ensuring compliance with the Ontario Building Code Act, Building Code, and Rental Renovation Licence By-law. You'll also provide leadership to several Managers, including strategic oversight of the General Inquiries, Intake and Issuance & Payments units.

What can you expect to do?

As a Senior Manager, you'll develop and implement detailed plans, recommend policies, and manage all section activities through subordinate managers. You'll provide tools, oversight, and guidance to ensure operational efficiency and service excellence. A strong people leader, you'll motivate a diverse workforce, address employee relations issues, ensure high performance, and foster innovation and teamwork. Operationally, you'll create strategic goals which are monitored and implemented throughout the teams.

Working closely with senior leadership, you'll help design and implement functional policies and long-term programs to enhance business performance. You'll monitor section workplans and champion a customer-first approach that improves service delivery and public experience.

You'll act as the divisional lead for the Rental Renovation Licence program, ensuring effective intake processes and quick issue resolution. You'll lead internal customer service committees, driving a culture of service excellence across all public-facing teams.

You'll manage business process improvements for tenant, landlord, and public inquiries, especially around building permits and licence applications. You'll also oversee the collection of fees, including development charges, parks levies, and Committee of Adjustment fees to ensure compliance with standards and oversight.

You'll drive continuous improvement, establishing management practices, KPIs, and performance metrics to monitor and improve service delivery. You'll lead large, complex modernization projects including

technology upgrades and ensure communication and stakeholder engagement are well-managed. You'll guide Customer Experience Managers in implementing efficient processes and improving permit intake and processing under the Ontario Building Code.

You'll coordinate working groups focused on service delivery improvements and legislative compliance, and support senior leadership at Council, Standing Committee, and Community Council meetings. You'll participate in public and stakeholder meetings, and represent the division on regional, provincial, and national groups.

You'll advise on technical issues for complex or sensitive construction projects and assist in mediating internal and external stakeholder disputes. You'll prepare reports and presentations for Council and executive consideration.

By forecasting industry trends and demand, you'll recommend service level and budget adjustments and help allocate divisional resources effectively. You'll liaise with City Councillors, respond to constituent inquiries, and represent the division at committee and community meetings.

As a senior leader, you'll contribute to strategic planning, problem-solving, and goal-setting across the division. You'll act on behalf of the Director of Customer Experience & Deputy Chief Building Official when required and serve as part of the Extended Senior Management Team.

You'll also handle media inquiries, explain technical or policy matters, and ensure all operations meet compliance standards under the Occupational Health and Safety Act and other applicable regulations.

Key Qualifications:

1. Post-secondary education in a discipline relevant to the job function, or an equivalent combination of education and experience.
2. Extensive experience leading customer-focused operations in fast-paced environments, managing diverse teams, ensuring compliance, and resolving stakeholder inquiries.
3. Considerable experience with policy and program development, implementation and process improvement, as it relates to improving customer experience.
4. Qualified or in the process of obtaining qualifications, or able to complete and achieve qualifications as a manager, as required and administered by the Ministry of Municipal Affairs and Housing in accordance with the Ontario Building Code Act.
5. Exceptional interpersonal and communication skills, with the ability to effectively engage and collaborate with internal and external stakeholders at all levels, including government officials, industry partners, and community members.
6. Ability to effectively lead and implement proactive and progressive change to redesign business processes, policies and procedures and to facilitate operational improvements.
7. Excellent analytical, technical, interpersonal, problem solving, and conflict resolution skills.
8. Comprehensive knowledge of relevant legislations, regulations, codes, collective agreements and policies such as the Employment Standards Act, Human Rights Act, Occupational Health and Safety Act, WHMIS, etc.
9. Possession of a valid G or G2 license and access to a vehicle.

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 61665**, by **Tuesday, March 3, 2026**.

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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](#).