

PROGRAM OPERATIONS SUPPORT OFFICER

Job ID: 45212

Job Category: Administrative

Division & Section: Corporate Real Estate Management, FM Civic Buildings

Work Location: City Hall, 100 Queen Street W., Toronto

Job Type & Duration: Full-time, Permanent Vacancy

Salary: \$72,588.00 - \$92,853.00

Shift Information: Monday to Friday, 35 hours per week

Affiliation: Non-Union

Number of Positions Open: 1

Posting Period: 15-JUL-2024 to 29-JUL-2024

Reporting to the Supervisor, Customer Support Services, the successful incumbent will be responsible for the overall operational and functional support of the comprehensive event and facility support services provided to City divisions, members of council and external organizations at civic public spaces across the City. The Program Operations Support Officer will also be responsible for the ongoing review, development and implementation of business processes and industry best practices ensuring the highest level of customer service and excellence in the organization.

Major Responsibilities:

Collaborates with other city divisions, City Council and the Mayor's Office, Agencies, Event Organizations, Vendors, and members of the public in the execution of seamless events and related programs and by demonstrating a high level of political acuity.

- Consults with both internal and external clients to identify and deliver event and logistical services that respond to unique customer and program requirements.
- Consults with clients to determine the most cost-effective solution for their functional requirements and use of space through innovative procurement strategies, knowledge of industry standards and best practices and subject matter expertise. Supports the development of operating budgets and client contracts for event and logistical services, estimates and cost recovery for services.
- Leads assigned projects related to operational support activities within the unit, ensuring effective teamwork and communication, high standards of work quality and organizational performance, as well as continuous learning.
- Works with the Supervisor, Customer Support Services to recommend, develop and implement policies and procedures regarding event operations and other related program and service specific requirements ensuring proper quality and supports to meet targeted productivity, standards and client satisfaction.
- Identifies, analyzes, rationalizes and optimizes business processes, policies, procedures, systems applications, inputs and outputs, program operations and functions at a detailed level.
- Conducts research into assigned areas, including working with confidential information related to policy, job roles and budgetary changes and producing related reports to enable ongoing and improved productivity and customer service, ensuring that such research takes into account industry best practices, corporate policies and practices, legislation and initiatives by other levels of government.
- Makes recommendations to senior divisional management regarding service optimization and business process simplifications that could result in alternate service delivery, resource allocation.
- Prepares strategies, work plans, project documents, proposals, council reports and presentations.

- Prepares, organizes and presents business cases, proposals, solutions, statistical reports and project documents and statements to various audiences.
- Assists in the development and maintenance of standards and specifications for program and operational systems for the Unit.
- Ensures timely and effective production of all required program reports, statements and maintenance of appropriate records.
- Supports the development and implementation of a centralized Customer Support Services delivery model across City facilities to ensure efficiency and coordination in the use of public spaces and resources.
- Provides input into the development, administration and monitoring of assigned budget, including processing, tracking, and submission of purchases, contracts, revenues and expenditures and ensures expenditures are controlled and maintained within approved budget limitations.
- Assists with the development of a comprehensive business plan for the division including revenue projection and new venture opportunities, forecasting and allocation of resources.
- Coordinates the preparation of Proposals, (RFP, RFQ, RFI), the evaluation process, and vendor performance reviews. Liaises with Purchasing & Materials Management and Legal during procurement for selected divisional contracts.
- Coordinates technical and educational training and professional development requirements for staff.
- Coordinates and provides support on activities related to training, change management and implementation of policies/programs.
- Works with the Supervisor, Customer Support Services on recruitment, selection, performance and attendance management, deployment, and professional development plans for unit staff.
- Provides information and maintains a monitoring system for issue tracking such as labour relations, employee engagement initiatives, staff development and outcomes, and confidential data collection for People with Disabilities.
- Assists with overseeing the day-to-day operation of unit staff including the scheduling, assigning and reviewing of work and resource management
- Monitors and responds promptly to service complaints to address event and logistical service issues and resolutions.
- Works with the Supervisor, Customer Support Services on providing 24/7 coverage and response for staffing and event related issues at designated facilities.
- Assists with the design and overseeing of a new central venue and equipment booking system by providing operations support for the unit such as leading user acceptance testing of technology and providing assistance with processes and/or navigating systems, monitoring data, while ensuring enhancement to the day-to-day operation and service delivery at assigned buildings and spaces throughout the organization.
- Oversees and maintains inventory, storage and safe operation of equipment and supplies related to event production to ensure sufficient resources are maintained, and the consistent delivery of event and logistical services.
- Ensures the timely completion of all preventive maintenance programs and audits. ▪ Develops and maintains templates for data collection and divisional forms.
- Reviews system of internal control and performs internal audits to record, identify and address any assigned venue, event and office equipment deficiencies.
- Recommends, implements and practices security, privacy and quality assurance requirements consistent with MFIPPA and corporate standards regarding storage and processing of confidential corporate and application data and information inputs and outputs.
- Ensures that City by-laws and legislative regulations including the Workplace Hazardous Materials Information System (WHMIS), the Occupational Health & Safety Act, and all applicable building codes are met for event and logistical services at assigned facilities.

Key Qualifications:

Your application must describe your qualifications as they relate to:

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1. Post-secondary education in a discipline pertinent to the job function (i.e. Event Management, Project Management, Public Policy), and/or equivalent combination of education and experience.
2. Considerable experience in event production and logistics, including planning, organizing, problem-solving, and decision-making.
3. Considerable experience in project management and large scale, multi-faceted process coordination with the ability to apply principles, techniques, tools and methodologies to accomplish results-oriented outcomes.
4. Considerable experience with business process reviews; researching, formatting, analyzing and developing complex reports, establishing objectives and measures to continuously improve performance and the standard of excellence in the organization.
5. Experience using various computer applications including Microsoft Office 365 (Outlook, Word, Excel, and PowerPoint), as well as implementing, operating and maintaining Venue Booking software and Web applications.
6. Ability to work in a multi-level stakeholder environment and establish and sustain effective partnerships with stakeholders including City Divisions, City Council Members, Agencies, Event Organizations and businesses in relation to the Customer Support Services portfolio.
7. Strong oral and written communication and presentation skills, with the ability to effectively communicate with all stakeholders, including elected officials, all levels of the organization, event clients and the public, utilizing discretion when required.
8. Ability to lead, motivate, supervise unionized team, including managing performance.
9. Highly developed customer service, conflict resolution and problem-solving skills with the ability to develop and recommend solutions.
10. Proficiency in budget monitoring and co-ordination.
11. Ability to multitask and thrive in a high-stress, creative and political environment with frequent and competing deadlines.
12. Ability to take initiative and work independently, taking ownership of a project as well as collaborate with multi-disciplinary teams in fulfilling the unit's and division's goals.
13. Considerable knowledge in relevant legislation in the area of Occupational Health and Safety, Employment Standards Act, AODA (Accessibility for Ontarians with Disabilities Act), and various applicable collective agreements as related to event production.
14. Ability to work occasional extended hours, evenings and weekends to meet deadlines and support events at various locations across the city, as required.
15. Ability to support the Toronto Public Service values to ensure a culture that champions equity, diversity and respectful workplaces.

Note To Current City of Toronto Employees

City of Toronto employees are eligible to apply for the posted job opportunity, but cannot hold two different jobs. To be considered for this job posting, you must indicate that you are a "Current City of Toronto employee" on the on-line application form, and provide your "Employee Number".

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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, quoting Job ID 45212, by Monday, July 29, 2024.

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 >.

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 >