



Director, Property Management

A real estate leader and champion of best practices in property management, comfortable operating and managing in a complex, multi-stakeholder environment, you have the personal confidence and professional credibility to promote a culture of continuous improvement and customer-focused service at North America's fourth largest municipality!

Toronto is Canada's largest city, the fourth largest in North America, and home to a diverse population of about 2.8 million people. Consistently ranked one of the world's most livable cities, the City of Toronto is a global centre for business, finance, arts and culture. The Corporate Real Estate Management Division is a mission-critical function within the City's complex multi-site, multi-division, multi-stakeholder environment, where a dedicated team of approximately 33,500 employees is the driving force behind the City's ability to provide programs and services to residents, businesses and visitors alike.

Reporting to the Executive Director, Corporate Real Estate Management, you'll oversee the Property Management section on a variety of complex property interests on behalf of the City of Toronto, and its Agencies, Boards and Commissions (ABCs), in a fiscally responsible manner. A top priority of your mandate will be to lead major transformation and transition projects, with a strong focus on continuous improvement and change management. To this end, you'll streamline operations and reposition real estate assets to reduce costs and increase both social and financial value, as well as align and deliver within the framework of the overall City-wide real estate strategy and mandate.

As **Director of Property Management**, you'll set the overall strategic direction for the section by establishing goals and both short-term and long-term objectives aligned with the City's strategic planning initiatives and financial targets, as well as set multi-year work plans with annual benchmarks for staff, integrating appropriate City strategic directions. Interacting with senior federal, provincial and municipal colleagues, you'll benchmark with other private and public sector entities such as Infrastructure Ontario, Metrolinx and the TTC, and work to maximize total return/value for civic assets by analyzing property efficiencies, profit and losses, and identifying opportunities for improved performance.

With your past success in inspiring and managing high-performing teams – non-unionized and unionized staff – by embedding a strong customer-service work culture, you're well prepared to lead and motivate a diverse workforce, ensuring effective teamwork, and high standards of work quality and organizational performance, resolving labour relations issues, and promoting continuous learning and innovation. Your managerial abilities will also be evident as you develop and administer the annual budget for the section, and ensure that expenditures are controlled within approved budget limitations.

A champion of best practices in property management, financial planning and forecasting, and budget development and oversight, with timely, accurate financial reporting skills, you have a post-secondary education in a related field and 8+ years' management experience in the real estate industry (private or public sector), including property management, in large, complex, multi-stakeholder organizations. More specifically, you have dealt capably with multiple, mixed-use properties and facilities, and successfully led and achieved positive transformational change with and through people.

As this senior mandate dictates, you'll have demonstrated knowledge of, and experience complying with, all relevant legislation, expertise in developing and implementing strong policies and procedures, and a reputation for developing strong working relationships cross-functionally and cross-divisionally, with the ability to influence people at all levels – from your peers and direct reports, to senior management.

Politically astute, persuasive and an excellent communicator, with exceptional listening and presentation skills, you're passionate about public service, and able to build productive relationships – internally and externally – and make sound decisions, particular regarding complex issues. Your commitment to, and ability to stay abreast of, leading-edge technology in your field will further drive your ability to identify and recommend new ways to improve property management standards, policies, programs and services.

To apply for this exciting senior property management role, submit your application to Phelps, at careers@phelpsgroup.ca, specifying the job title in the subject line of your e-mail. Application

deadline: November 22, 2019.

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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