

Project Director Business Transformation

Job ID: 52800

Job Category: Project Management

Division & Section: Parks, Forestry & Recreation, Community & Social Services

Work Location: City Hall, 100 Queen Street West, Toronto, ON.

Job Type & Duration: Permanent, Full-time Vacancy

Salary: \$140,350.00 - \$182,614.00, TM2557, Wage Grade 9.0

Shift Information: Monday to Friday, 35 hours per week.

Affiliation: Non-Union

Number of Positions Open: 1

Posting Period: 08-Jan-2025 to 29-Jan-2025

The City of Toronto is currently undertaking a major strategic project to integrate new electric ferry vessels into the Toronto Ferry Service. As a Project Director in the Parks, Forestry and Recreation Division reporting to the Senior Strategic Director in the Parks, Forestry and Recreation Division, you will lead the Ferry Vessel Acquisition and Integration Plan, a key strategic initiative that will transform the City's ferry service operations and experience.

Working collaboratively with internal business partners and external stakeholders as well as with the Mayor's office and members of the Council, you will be responsible for providing strategic direction, leadership and oversight to plan and implement all aspects of the program the components of which include the capital delivery and supporting shoreside infrastructure, operational review of ferry services, passenger experience improvements (near and long term), modernization including ticketing solutions and the planning required to operationalize the new vessels and integrate them into the ferry service in the context of regulatory requirements, certifications, training and staffing, upon delivery.

The Project Director will establish an integrated divisional and corporate team of subject matter expertise to ensure alignment of project work streams that ensure new vessels are successfully launched, resources are in place, certifications obtained and passenger outcomes improved. Driving these projects ensuring leads are accountable for their project components, assisting them troubleshoot, securing corporate resources, ensuring communication and briefings are timely and accurate and public facing messaging, when required, is accurate and up to date. The Project Director will serve as a key-point of contact on these initiatives when engaging senior leadership at the City, Councillors and the Mayor.

Major Responsibilities:

- Leads cross-functional or multi-divisional teams in the development and implementation of strategies and for managing tools and resources necessary to support the Ferry Vessel Acquisition and Integration Plan.
- Is accountable for driving results, defining outcomes and ensuring that the strategy is executed successfully to change business outcomes.
- Structures and defines approach to new strategic problems, conducts analyses (e.g., financial, strategic, operational, organizational), research and interviews with internal and external sources and synthesizes complex strategic problems into clear action plans and ensures execution for success.

- Directs and ensures successful project planning, design, development and implementation of large-scale multi-division, multi-year transformational projects according to the City's governance process, City policies, and project management practice.
- Drives corporate strategy development and works with senior leaders, executive sponsors, steering committees and all stakeholders to help uncover and address strategic business opportunities and reach project goals.
- Directs the development and implementation of cross-divisional change management strategies including training, corporate communications and staff engagement initiatives.
- Negotiates and builds relationships, working in close collaboration with executives and senior management, clients and various stakeholders across the organization, often with competing and conflicting goals, objectives and priorities to resolve critical strategic and operational issues and deliver on major project objectives while ensuring that both City and business priorities are met.
- Anticipates, identifies and manages emerging issues and challenges. Evaluates potential technologies, tools and implementation strategies that are flexible and responsive to evolving and changing needs that will benefit the organization. Implements solutions and monitors/evaluates results.
- Designs/communicates and presents key strategic initiatives clearly and effectively, providing expert advice and guidance to Committees of Council, executive management, superiors, peers and subordinates, partners and advisors, and customers/users, ensuring that a productive and professional environment is maintained.
- Oversees, participates in, or supports recruitment selection, labour relations issues, performance review, training and supervision of assigned staff, ensuring effective teamwork, high standards of work quality and organizational performance, continuous learning and innovation.
- Effectively directs/influences area(s) of responsibility, by motivating, training, and developing a diverse group of staff members from across the organization to provide desired strategic and operational outcomes. Serves as a trusted advisor to initiative owners.
- Develops an effective communication strategy in conjunction with Strategic Communications for all key deliverables within assignment.
- Prepares reports to City Executives and Committees of Council, ensuring a high-quality product.

Key Qualifications:

1. Post-secondary education with relevant management training and experience, or an equivalent combination of education and/or related experience.
2. Extensive senior level experience managing, leading, coaching, developing and motivating staff in the delivery of a major change initiative.
3. Extensive experience leading complex projects with demonstrated achieved objectives on large-scale (divisional and/or organizational) transformational initiatives with emphasis on organizational strategic direction, financial, procurement and risk management.
4. Extensive experience working with executives, sponsors and senior management teams across the organization to meet divisional and organizational objectives while maintaining effective relationships.
5. Extensive experience directly and indirectly managing business teams and resources (operational managers, project managers, staff, contractors and vendors) for the development of business solutions to achieve corporate objectives.
6. Extensive experience in contract negotiations and managing contracts from inception to closure, including Requests for Proposals (RFPs) and Sole Source Requests.

7. Superior analytical and well-developed human relations skills with an exceptional ability to communicate both verbally and in writing, negotiate persuasively and effectively, and forge solid internal relationships.
8. Proven ability to exercise discretion, with a high degree of initiative and creativity in problem solving.
9. Highly effective presentation skills with internal and external stakeholders.
10. Knowledge of, current and emerging City-wide strategic initiatives.
11. Demonstrated political acumen, judgement and insight.
12. Possession of a professional designation and/or post graduate degree (PMP, PEng, CPA, MBA, MPA, etc.) would be a great asset.
13. Experience implementing similar, complex projects and related marine infrastructure projects would be an asset.

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 52800**, by **Wednesday, January 29, 2025**.

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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](#).