

The Waterfront Business Improvement Area

OPERATIONS AND SPECIAL PROJECTS MANAGER

Job Description (January 2019)



About The Waterfront Business Improvement Area (BIA)

Established in 2004, The Waterfront BIA is the voice of the Waterfront's business community where 17 million visit annually. Unlike most Toronto BIAs, The Waterfront BIA is both a full-service residential area and a tourist destination, ranking second in every major tourist category – domestic and international, pleasure and business, first-time and repeat. The WBIA supports the continued growth of its neighbourhood and its businesses through communications and activations, events, streetscape enhancement and advocacy initiatives.

Position Overview

It's an exciting time for the WBIA with the completion of the Waterfront's revitalized pedestrian promenade and significant recent growth in the neighbourhood. We are looking for an individual to lead our on-street improvement projects and lead our involvement in planning, beautification and streetscape developments in our area. This will include opportunities evolving from our 2017 Strategic Framework to improve wayfinding, accessibility and safety of the underpasses connecting our walkway. The Operations and Special Projects Manager will work with WBIA staff and key stakeholders, including the City of Toronto.

This is an opportunity to find new ways to improve Toronto's Waterfront and see projects through from start to finish. Our Operations and Special Projects Manager will identify opportunities to ensure the Waterfront is a destination well-connected to the rest of the City. The position reports to the Executive Director and oversees a budget for streetscape and public realm improvements, consulting and a clean streets team. The Operations and Special Projects Manager will work as part of a close-knit team while coordinating on key organizational initiatives, including in the areas of advocacy, communications, activations and events.

Job Responsibilities

- Develops and implements annual activity plan initiatives related to streetscaping, public realm and other on-street operations and improvements of the Waterfront BIA.
- Manages contracts and implementation plans related to WBIA's public realm improvements and capital projects in coordination with other stakeholders.
- Tracks and reports on local development projects related to on-street operations, wayfinding, accessibility, urban planning, parks and other streetscape or urban development areas. Liaises with key stakeholder groups, including staff and elected officials at government departments and agencies at all levels as required. Attends outside stakeholder meetings related to Waterfront projects and priorities (May include evenings and weekends).
- Prepares program budgets and manages expenses related to streetscape and public realm improvements, including as part of annual budgeting process. Oversees Request for Proposal (RFP) process for streetscape initiatives.
- Manages development and tracking of a public realm asset inventory and issue reporting programs.
- Supervises on-site developments and improvements as necessary, including permit application and implementation of technical details.
- Oversees clean streets team and program.
- Coordinates and supports operation of activations and events in the area as required, including permitting, with City of Toronto Departments and other stakeholders and producers.

- Develops presentations for different stakeholder groups in support of advocacy and streetscape improvement initiatives.
- Coordinates with communications and social media team to ensure opportunities are made to support and publicize on-street initiatives online, in media and through other WBIA communications channels.
- Coordinates with relevant agencies to address member concerns related to operations.
- Assists WBIA staff in other tasks related to strategic priorities as necessary, including administrative requirements related to streetscape initiatives of the WBIA.

Job Requirements

- 5-years experience in fast-paced operations coordination roles required.
- Degree or diploma required. Fields including urban planning, project management or business administration are an asset.
- Proven experience managing contracts, budgets and special projects involving multiple stakeholder groups.
- Experience with operations involving City of Toronto and Business Improvement Areas (BIAs) a significant asset.
- Superior written and in-person communications skill required.
- Proficiency in software related to urban planning, GIS-location and graphic design are an asset.
- Able to work with minimal direction
- Must be able to work on a flexible schedule including evenings and weekends as required for the completion of key project coordination goals.
- Complementary interests and experience in city building, urban planning, business development, tourism and events management are an asset.

Core Competencies

- *Project leadership:* Able to lead collaborative efforts among different stakeholder groups toward achievement of strategic goals of an organization. Able to handle day-to-day situations and relationships in a professional manner that reflects positively on the organization.
- *Strategic Prioritization:* Awareness of objectives and budget of an organization in context of public realm operations and improvements.
- *Attention to detail:* Provides consistency in understanding and approach to policy and procedure, stakeholder correspondence, contract administration, meeting protocol, and documentation.

TO APPLY

Send your resume and covering letter highlighting relevant experience and qualifications to tkocur@waterfrontbia.com. Applications will be received until 5pm on January 25, 2019 but interviews may take place earlier with qualified candidates.