



**Manager, Vendor Management (VEN000G)**  
**\$107,540 - \$140,610 per annum**

*Metrolinx* is connecting communities across the Greater Golden Horseshoe. Metrolinx operates GO Transit and UP Express, as well as the PRESTO fare payment system. We are also building new and improved rapid transit, including GO Expansion, Light Rail Transit routes, and major expansions to Toronto's subway system, to get people where they need to go, better, faster and easier. Metrolinx is an agency of the Government of Ontario.

**Mandate**

Reporting to the Director, Commercial Management, leads and provides oversight of commercial governance and decision-making, including leading and providing direction on contract negotiation strategies, soliciting input from senior leadership and their designates, participating in negotiations, reviewing and finalizing agreements and ensuring appropriate approvals. Also provides oversight and strategic advice on contract analysis, contract changes and development of new contracts.

**Key Responsibilities**

- Manages the development and implementation of comprehensive strategies, methodologies, tools and techniques for commercial management excellence and continuous improvement and recommends commercial strategies consistent with overall strategic goals of the division
- Develops contract negotiation, governance and management strategies to ensure that contracts adhere to Metrolinx policies and procedures, and to minimize corporate liability and risk throughout the contract lifecycle
- Supports the development and leads the execution of the Commercial Management strategy for contracts with vendors, to ensure the successful outcomes, value for money objectives and compliance
- Prepares and presents business cases, return on investment models, and change management programs to stakeholders and senior management
- Prepares scope documents, communication plans, and contract awards
- In partnership with Metrolinx Procurement and Legal teams, gathers key stakeholder input regarding needs, service delivery, and quality, to ensure business alignment
- Develops and monitors Key Performance measures to ensure business plans reflect objectives
- Supports development of new Service Level Agreements (SLAs) with vendors; communicates contract changes to vendors and advises of any impact to current agreements
- Builds and maintains key strategic relationships; liaises with external vendors to support the vendor relationships and provides governance and oversight to day-to-day operations
- Manages vendor relationships and reviews supplier performance for adherence to contractual terms; leads business reviews; recommends resolutions for difficult issues by conducting effective negotiations and prepares performance improvement plans, as required
- Implements and measures cost savings / reduction programs and strategies; refines programs to deliver optimal financial results for the company; continually identifies and implements new opportunities and tracks progress toward cost savings/avoidance objectives
- Participates in meetings with clients, vendors, and associations to discuss performance, common issues, and develop solutions
- Applies contract governance rules for adherence to corporate governance strategies
- Remains current with industry and competitive trends to act as a subject matter expert to internal and external stakeholders

- Interprets policy and direction relating to sourcing and procurement governance
- Monitors progress to ensure that program objectives are delivered on time and within budget, and that anticipated business results are achieved
- Creates a working environment that is aligned with the organization's values, ensuring that people resources possess the required skills, are properly aligned, and are provided with the resources to do the job
- Provides creative thought leadership, with input from others, to develop and deploy a strategic vision; connects and aligns projects with strategic corporate goals
- Directly supervises employees in a single work group or team performing related tasks
- Provides senior leadership oversight and direction to staff and project teams (e.g. defining team member roles, responsibilities, and expectations); delivers timely feedback to ensure a cohesive operational unit and the optimal use of team skills; manages staff and monitors work assignments to ensure adherence to timelines; monitors the achievement of performance objectives; develops and implements action plans to address performance gaps

**Location:** 20 Bay Street, Toronto

### **Qualifications**

- Completion of a degree in Business Administration, or a related discipline – or a combination of education, training and experience deemed equivalent
- Minimum (8-10) years' progressive experience leading varied sourcing activities and managing vendor relationships in a fast pace and highly complex, multifaceted environment
- Large Information Technology (IT) outsourcing contract experience is considered an asset
- Experience in business and strategic planning and service measurement
- Contract management and negotiation skills to build, deliver, and maintain strategic vendor relationships, and negotiate or re-negotiate vendor agreements
- Leadership skills to motivate a team and set high standards and clear expectations
- Interpersonal and oral/written/presentation skills to build business cases and prepare scope documents, communication plans, and contract awards

To apply for this position, please submit your resume online, through the Current Opportunities page (<https://metrolinx.taleo.net/careersection/ex/jobdetail.ftl?job=VEN000G&lang=en>) on our website, no later than **April 7, 2020**.

**Please note that applicants must be legally entitled to work in Canada. Accommodation will be provided throughout the hiring process, as required. Applicants must make their needs known in advance.**

Please be advised, Metrolinx uses email to communicate with their applicants for open job competitions. A Criminal Record Search may be required of the successful candidate. Should it be determined that any background information provided be misleading, inaccurate or incorrect, Metrolinx reserves the right to discontinue with the consideration of your application.

**We thank all applicants for their interest, however, only those selected for further consideration will be contacted. Accommodation will be provided throughout the hiring process, as required.**

**AN EQUAL OPPORTUNITY EMPLOYER**

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