



## **DIRECTOR PURCHASING CLIENT SERVICES**

**Job ID:** 10947

**Job Category:** Finance, Accounting & Purchasing

**Division & Section:** Purchasing & Materials Management Division, Finance, Accounting & Purchasing

**Work Location:** City Hall - 100 Queen St W, Toronto, M5H 2N1

**Job Type & Duration:** Full Time, Permanent

**Salary:** \$149,331.00 - \$175,466.20, Wage Grade 10

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

**Affiliation:** Non-Union

**Number of Positions Open:** 1

**Posting Period:** 26-Aug-2020 to 18-Sept-2020

### **Director of Purchasing Client Services**

#### **An opportunity to establish a one-stop-shopping approach for a global leader – Toronto, ON**

The **Purchasing & Materials Management Division** is a critical function within the **City of Toronto's** complex multi-site, multi-division and multi-stakeholder environment, partnering with all City divisions, designated agencies and corporations in order to procure goods and services at the best value. As part of its commitment to ensuring open, fair, equitable and accessible business processes and practices, the Division utilizes a fair and transparent procurement process, provides leadership and quality customer service, and implements the highest standards of business ethics across the organization.

This is an excellent career opportunity for an experienced, client-centric leader in the purchasing operations of large public or private organizations, who is knowledgeable in category management, and broad-based strategic sourcing, and capable of demonstrating value-add service delivery to key stakeholders and clients. As such a professional, you're ready to play an instrumental role within the City of Toronto as **Director, Purchasing Client Services**.

#### **Opportunity awaits you**

Reporting to the Chief Procurement Officer, you will lead and oversee the development and execution of category plans, strategies and frameworks, including market approaches, procurement analysis, category spend analytics, supplier development, contract management, performance reporting and evaluation, to optimize value-for-money outcomes and meet stakeholder needs and expectations. You will oversee and develop an operating model for portfolio-based customer service-oriented delivery,

taking into account categories of purchases that cross portfolios, and establish and monitor service levels, customer satisfaction metrics and best practices. Committed to keeping current with developments in the industry, you'll assess supply markets and arrangements by analyzing market trends, dynamics and opportunities, to inform market strategies and procurement decisions, and ensure procurement arrangements meet business needs.

### **Share expertise and promote best practices**

Knowledgeable about innovative procurement approaches, enabling you to identify new vendors, new products or new opportunities to reduce costs, you'll provide expert advice to key stakeholders on all aspects of procurement, to encourage innovative practices and support delivery of business and policy directions. Collaborative in approach, you'll establish and maintain value-based stakeholder and strategic supplier relationships to ensure that category strategies meet business needs, enhance stakeholder engagement, and both challenge and motivate providers to optimize service outcomes. We will rely on you, as a savvy negotiator and persuasive, credible and polished communicator, to lead negotiations on high-impact, complex supply arrangements and manage contracts to deliver optimal category outcomes.

### **Lead by example with a customer focus**

As is typically expected of a managerial and senior leadership role like this, you'll direct all activities of the section, through subordinate management staff, as well as lead and motivate a diverse workforce, ensuring effective teamwork, high standards of work quality and organizational performance, resolving controversial labour relations issues, and promoting continuous learning and innovation. This will see you using effective management techniques, implementing change management and performance management processes, and developing competent, qualified staff to ensure high-level customer service. You'll also contribute to the continuous improvement of divisional performance through analysis and the development and implementation of sound management practices and procedures, and provide staff with the direction, guidance, processes and tools they need to increase efficiencies and improve effectiveness of services.

### **What you bring to the role**

With a post-secondary education in a related discipline, e.g. supply chain management, business administration, accounting, engineering or law or an equivalent combination of education and experience, you're poised for success as Director of Purchasing Client Services. A Supply Chain or Public Procurement designation (CSCMP, CPPO etc), and knowledge of Canadian government procurement processes and procedures will be considered assets.

This is a key mandate, with organization-wide impact, calling for extensive experience in category management and broad-based strategic sourcing across multiple categories of goods and services, including the negotiation of complex procurement contracts in a large, complex public or private sector organization. Your subject matter expertise is complemented by an extensive experience leading, managing and directing staff in a unionized environment.

Your success in this senior position will benefit significantly from your strong financial, conceptual and analytical skills, and ability to establish relationships at all organizational levels, and with suppliers and representatives, prepare reports, correspondence, presentation material and Council reports, and

exercise independent judgement and discretion in dealing with confidential matters. Familiarity with Ontario Statutes, including the Occupational Health and Safety Act, employment standards, labour and human rights, and other applicable government legislation, is essential, as is a proven ability to act in an ethical and transparent manner, in compliance with the corporate code of conduct.

A proven team player who supports the values and principles of the organization, you can support the Toronto Public Service values to ensure a culture that champions equity, diversity and respectful workplaces.

If you meet the requirements of this role and you have a deep understanding of partnering with others, you will not want to miss this vibrant opportunity.

**Toronto** is home to more than 2.9 million people whose diversity and experiences make this great city Canada's leading economic engine and one of the world's most diverse and livable cities. As the fourth largest city in North America, Toronto is a global leader in technology, finance, film, music, culture, and innovation, and consistently places at the top of international rankings due to investments championed by its government, residents and businesses. For more information, visit [jobs.toronto.ca](https://jobs.toronto.ca) or follow us on Twitter at [Twitter.com/CityTOjobs](https://twitter.com/CityTOjobs), on LinkedIn at [Linkedin.com/company/city-of-toronto](https://linkedin.com/company/city-of-toronto) or on Facebook at [Facebook.com/CityTOjobs](https://facebook.com/CityTOjobs).

### **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](#).

**APPLY HERE:** <https://jobs.toronto.ca/jobsatcity/job/Toronto-DIRECTOR-PURCHASING-CLIENT-SERVICES-ON-M5V3C6/541261417/>