



Make working for  
The City work for you.



## DRAFT: Team Lead, Contract Governance

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

Water Services is responsible for protecting public health and the environment by supplying safe, high-quality drinking water, managing stormwater and treating/disposing of wastewater for residential and commercial customers in Calgary and some of our neighbours in surrounding communities. Reporting to the Manager, Customer and Business Support, the successful candidate will provide business and operational leadership to the team, including strategic planning and contract governance.

As a Leader in Customer and Business Support, you will be expected to foster an inclusive leadership approach that promotes equity, diversity and inclusion, as well as psychological and physical safety. As a key decision-maker, you will empower and guide your team, applying political acumen and balancing strategic with operational leadership.

As the Team Lead, Contract Governance, you will be responsible for monitoring vendor performance and implementing the governance system and other supporting mechanisms required for successful execution of the contract between the City and its external vendor for Customer Care, Billing and Collections for Municipal Utility revenue. As you lead the contract governance system, monitor service completion and performance levels, and conduct root cause analysis on systemic issues, you will ensure that both organizations are adhering to the contract commitments, with the end goal of improved outcomes for customers. Primary duties include:

- Develop, implement, and administer contract governance structure.
- Develop, track, and conduct annual reviews of City Written Direction documents.
- Build effective working relationships with City and vendor key contacts to support effective performance monitoring and issues resolution.
- Identify gaps or challenges, use a strategic issue management approach to understand the root causes, and provide thorough analysis and critical thinking to recommend solutions.
- Provide strategic change leadership over the contract term, supporting competency development and behaviour change.
- Work with governance committees to be strategic and effectively leverage data to support decision-making and issues resolution.
- Lead and facilitate annual work planning, administer contract change request process, and lead annual updates to the Statement of Work.
- Provide direction and support to direct reports, including annual work planning, individual coaching and performance management, staff development, and succession planning.

### Qualifications

- A degree in Commerce, Business Administration, Communications, or a related field, with at least 8 years of relevant utility experience, or experience in a similar organization.
- Experience must include increasing responsibility in overseeing complex contracts, projects, and programs.
- Equivalent combinations of experience and education may be considered.
- Previous supervisory experience would be an asset.
- Aligning with City [corporate values](#), you will have demonstrated success in change management, developing and using metrics to improve organizational performance, deploying resources to achieve effective and efficient outcomes, and establishing and maintaining strong and positive working relationships.
- Success in this role will be dependent on demonstrated political acumen, negotiation skills, and strategic planning.

### Pre-employment Requirements

- Successful applicants must provide proof of qualifications.

Union: Exempt  
Position Type: 1 Permanent  
Compensation: Level F \$91,425 – 140,027 per annum  
Hours of work: Standard 35 hour work week.  
Audience: Internal/External

Business Unit: Water Services  
Location: 625 25 Avenue SE  
Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.  
Apply By: November 29, 2023  
Job ID #: 308739

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