



Make working for  
The City work for you.



## Vice President, Customer Experience

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.

Calgary Housing Company (CHC) is a wholly-owned subsidiary of the City of Calgary and Calgary's largest residential landlord, responsible for providing affordable homes for 25,000 Calgarians every day. We are transforming to support resident success, modernize our business, and contribute to creating diverse, inclusive mixed income communities that create belonging for residents to reach their highest potential. As the Vice President, Customer Experience you will lead the organizational transformation journey to reach our ambitious vision to be the best – for our residents, our employees, and our city. Primary duties include:

- Manage revenue targets for residential and commercial rent revenue across housing portfolios by three landowners and sponsor strategic initiatives aimed at optimizing budgets, reducing costs and identifying efficiencies in support of achieving financial sustainability.
- Develop, guide and implement the application of best practices in the housing sector towards a strong customer experience throughout the customer journey. Develop and implement benchmarks and measures for resident outcomes towards achieving individual and community well being.
- Guide and coach leaders and teams who deliver key operational services including housing applications, leasing and marketing, property management, resident onboarding, customer inquiries, community development and partnership initiatives.
- Recommend policies and programs directed to improve the customer experience. Focus on continuous improvement, change management and risk management to operate as a purposed based social enterprise.
- Provide financial management and budget administration for the division consisting of staff, training and contractors; ensure staff budgets and contracts are managed and delivered for optimum value, including rent reviews and oversight on the rent supplement budget.
- Provide executive sponsorship for partnerships with over 100 service agencies in Calgary including agreements for on-site services and tenant support services as well as commercial leases and shared space agreements.
- Coordinate, investigate and respond to all escalated complaints received from the Mayor, Councillors, MLAs and CHC President's offices, and act as a media spokesperson regarding customer experience.
- Monitor trends regarding complaints and direct action to initiate strategies and issue management plans for improved services and client relations such as policy development, external communications, media responses and staff training.
- Ensure customer service standards and commitments are met as well as commitments to Gender, Equity, Diversity and Inclusion, Reconciliation and Anti-Racism.
- Oversee compliance with legislation for affordable housing and property management, including the Alberta Human Rights Act, Rental Tenancies Act, Alberta Housing Act and regulations, and represent the organization at legal proceedings.

### Qualifications

- A completed degree in Business, Public Administration, Housing or Urban Planning, Community Development or a related field and at least 10 years of progressive experience in leadership positions that include supervising and leading multi-disciplinary teams in an operational environment.
- Experience must include strategic and business planning, issue management, public relations, stakeholder and government relations and at least 3 years of experience working with a Board of Directors, associations and non-profit organizations.
- Experience in housing and/or non-profit and regulatory environments with a designation such as Chartered Institute of Housing (CIH), Property Management or a master's degree will be considered an asset.
- Success in this position requires strong political acumen, advanced strategic and analytical skills, project sponsorship, budget management, and exceptional customer service and relationship building skills.
- Equivalent combinations of experience and education may be considered.

### Pre-employment Requirements

- A security clearance will be conducted.
- Successful applicants must provide proof of qualifications.
- All City of Calgary employees are expected to be vaccinated against COVID-19. For more information, please refer to the [COVID-19 Vaccination Policy](#).

Union: Exempt  
Position Type: Permanent  
Compensation: Level G \$98,270 – 154,609 per annum  
Hours of work: Standard 35 hour work week  
Audience: Internal/External

Business Unit: Calgary Housing  
Location: 615 Macleod Trail SE  
Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.  
Apply By: February 11, 2022  
Job ID #: 304974

Apply online at [www.calgary.ca/careers](http://www.calgary.ca/careers)