



Opportunity made here.

General Manager, Executive Team (2024-279-CS)

Toronto, ON, Canada

Full Time

Central Services

Senior Executive

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Competition #2024-279-CS	General Manager, Executive Team (2024-279-CS)
Employment Type:	Permanent Full-Time, (Non)-Bargaining Unit
Work Hours:	35 hours/week
Work Setting:	Hybrid - Opportunity to Work Remotely after Orientation & Training Period
Salary:	\$110,000 - \$150,000
Application Deadline:	Open until filled

Who We Are

WoodGreen is a team of diverse and innovative change makers working together to make a difference in our communities. A United Way Anchor Agency with a proven track record and an entrepreneurial mindset, we continuously seek to develop solutions to critical social needs while striving to become a Centre for Equity.

Visit www.woodgreen.org to learn more about who we are and to review our [Equity Statement](#).

We are committed to building an inclusive and diverse workforce, representative of the communities we serve. We encourage, and are pleased to consider, applications from Indigenous peoples, racialized persons/persons of colour, women/women identifying, persons with disabilities, 2SLGBTQIA+ persons, and others who contribute towards promoting innovative ideas and solutions.

Job Title – General Manager, Executive Team

Reporting to the SVP, Transformation & CFO and Board of Directors, the General Manager will provide direction and leadership to a multi-disciplined team for the administration of activities related to the housing corporation's corporate services, finance, administration, human resource, technology services and external contracts pertaining to business operations, as well as resident services.

The General Manager will lead and be an integral part of the WoodGreen Community Housing Executive Team. Leading a team of management and bargaining staff, you will be responsible for the delivery of the overall budget, work in collaboration with staff, tenants, and act as a liaison between all departments and external partners. You will ensure the provision of effective and

efficient management of the Financial, Administrative, Human Resource and Technological, Asset and Resident Services functions and external contracts.

Your commitment is to ensure the successful implementation and delivery of all matters pertaining to the strategic priorities related to assets, developing a Strategic Plan as well working with the WoodGreen Community Housing Team to develop a Capital Finance and Community Revitalization Plan. The General Manager is responsive to service demands and will drive continuous improvement, will ensure client satisfaction in the administration and delivery of resident services, efficient management of the entire housing portfolio and the integration of community resources. This position will ensure the provision of client services that will link housing and community with the goal of enhancing the client experience and providing effective problem-solving based solutions to complex issues.

This leadership role will be a primary resource for the Board of Director, in its responsibilities to conduct the business of the Corporation under the Management Agreement and promote a positive image in the City of Toronto.

What You Will Do

1. As General Manager you will lead long-term strategic priorities, programs, and policy issues for the organization, as well as from a finance/administration/ management perspective.
2. You will work in collaboration with lead teams of WoodGreen Community Services (WCS) in the all financial matters, administration, innovative technological solutions, policies and procedures, human resource management and the delivery of external contracts.
3. Oversee and ensure the effective implementation of organization-wide policies and programs.
4. Direct the development of the organization's strategic and modernization plans, translating the plans to performance management and operational work plans.
5. Lead the development and implementation of short and long-term strategic plans
6. Lead a team of management and frontline staff to strategically integrate customer service, property operations, business/financial performance, and asset management of the portfolio. Ensure and lead a positive, supportive, and safe workplace culture within the organization.
7. Ensure the effective ongoing management and control of organization's financial processes, practices, and activities.
8. Ensure effective representation and promotion of the organization and its programs and services.
9. Lead and implement a continuous improvement process for the organization to ensure optimal service delivery to customers.
10. Demonstrate a dynamic, strategic and winning approach to leadership within all activities, interpersonal relationships, and decision-making opportunities.

KEY OPERATIONAL RESPONSIBILITIES

1. Manage and lead the development and delivery of the programs and services of the organization. Provide direction to staff relating to policy decisions, appropriate procedures, administration of contracts, and general operations of the various divisions. Oversee the delivery of administrative and financial services aspects of external contracts, i.e., centralized wait list, rent supplements

2. Develops, schedules, controls and forecasts the Capital Budget.
3. Ensure effective and efficient service delivery in compliance government regulations, i.e. occupancy standards, health and safety, etc.
4. Establish strategies for the implementation of new processes for effective delivery of client services, while reducing costs and removing duplication.
5. Ensure the effective collaboration of service delivery with the various services division.
6. Develop and maintain tenant and community relations by ensuring effective communication, education and information. Foster effective working relationships with outside community partners and agencies, with a lens toward betterment for tenants, applicants and community.
7. Ensure the proper investigation and response to client complaints, implementing appropriate remedial action.

SCOPE

- a. Financial – This position is responsible for participating in the development and management of financial matters, annual budgets(11M), capital and operating budgets for multiple projects, including estimating and creating expense and revenue cash flow projections. Oversees the management of revenues from rental properties, supports stringent management of arrears, misrepresentation, and vacancy loss as it pertains to budget.
- b. Operating – Authority to make decisions in all areas of the division with approval and under the authority of the Board of Directors. The General Manager will balance all portfolios and ensure that communications, procedures, and practice are harmonious across the division. There are many intersecting areas of responsibility and frequent team meetings, strong direction and consistent messaging will ensure the best practice for the mutual client. Decision-making process is guided by policies/procedures; responsible for identifying and leading short and long-term strategic direction, priorities and plans for the division in accordance with the Board’s priorities and objectives.
- c. Personnel- Indirectly oversees the supervision of up 25-30 part time/ full-time equivalent staff.

What You Bring to the Team

- Bachelor’s degree in business or relevant field, or equivalent professional experience
- 1-2 years of experience with business administration or operations, continuous improvement, business analytics, or similar experience

WoodGreen is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our People & Culture representatives at careers@woodgreen.org of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.