

## Manager, Client Relationship Management

**CreateTO**, launched on January 1, 2018, is a new municipal government agency established to manage the City of Toronto's real estate portfolio. **CreateTO** works collaboratively with City stakeholders, external partners and community members to create more livable, sustainable and inclusive communities. The agency will enable the City, for the first time, to adopt a strategic city-wide approach towards the delivery of real estate solutions to promote a balance of community and economic benefits.

### The Opportunity

Reporting to the Vice President, Stakeholder Relations, the **Manager, Client Relationship Management** is responsible for supporting the establishment of the overall real estate strategic framework for each client (stakeholder) entity. Working with the Portfolio and Asset Strategy team in the Agency, the real estate strategic frameworks will be used to help develop the overall Strategic Plan for the Agency. Ideally the incumbent would have some experience working with the City, or other municipalities and/or the broader public sector, in addition to a high level understanding of real estate strategies.

This position is also a point of contact for all senior staff at the City and associated Agencies, Boards and Commissions (ABC's) with respect to their individual real estate requirements along with being responsible for relationship management and conflict resolution. The incumbent will leverage their deep institutional knowledge as well as program-specific and real estate asset class expertise for high performance delivery to each client entity.

### Qualifications

- ⇒ Minimum undergraduate degree preferred combined with varied and practical experience in real estate strategy and analysis. Specialist and/or graduate degree in any of these fields would be preferred. Additional designations in any of these fields would be considered an asset
- ⇒ Considerable senior strategic, operational or transactional leadership experience in the Real Estate field or a demonstrated equivalent combination of transferrable competency, experience and skills.
- ⇒ Minimum 10 years of real estate industry experience at a professional is required; a history of work in the public sector would be considered an asset
- ⇒ Advanced knowledge and working experience in the inter-disciplinary areas of real estate/land economics, valuations, and urban planning and related work experience at a management level
- ⇒ Demonstrated knowledge and experience with municipal services, governance and policies, and/or working with the broader public sector to provide creative and insightful solutions
- ⇒ An understanding and familiarity of municipal planning processes including the Official Plan and civic procedures concerning community planning and the design of public properties/spaces
- ⇒ Advanced skills in quantitative and qualitative research, analysis, methodologies, and industry information sources with proven experience at drawing key implications and recommendations from research findings
- ⇒ Ability to communicate effectively, both orally and in writing, at a professional level with senior management, consultants, and staff from other divisions, other agencies, and the public
- ⇒ Demonstrated proficiency in conflict resolution in complex, multi stakeholder situations

**CreateTO** is committed to fostering a positive and progressive workforce. We provide equitable treatment and accommodation to ensure barrier-free employment in accordance with the Ontario Human Rights Code

and Accessibility for Ontarians with Disabilities Act. Candidates can request accommodation related to the protected grounds at any stage of the hiring process.

Interested and qualified candidates are requested to send their resume and cover letter in confidence to [careers@createto.ca](mailto:careers@createto.ca) quoting the job title in the subject line by Friday, December 4<sup>th</sup>. Only those individuals selected for an interview will be contacted. No agencies at this time please.