



Make working for
The City work for you.



Manager, Business Performance and Strategy

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.

Reporting to the Director of Emergency Management & Community Safety (EMCS), the Manager of Business Performance and Strategy is accountable for and oversees key functions that support and enable the operations of Emergency Management & 9-1-1, Community Standards, and Public Vehicle Standards. This position provides leadership and strategic management to the teams of Business Improvement, Business Technology Services, Learning and Wellness, Community Preparedness, and Business Continuity and Risk Reduction, to enable the optimal delivery of emergency management and community safety services to Calgarians.

As a key member of the EMCS senior management team, you will foster an inclusive leadership approach that promotes equity, diversity and inclusion, as well as psychological and physical safety. As a strategic decision-maker, you will be a systems thinker, possess political and business acumen and have experience in leading transformational change and enabling innovation. Primary duties include:

- Set the strategic direction of the Business Performance and Strategy division and develop and implement short and long-term plans including objectives for a multidisciplinary team of over 800 employees within the business unit which includes 911 emergency communications staff and Peace Officers.
- Liaise with partner agencies, regional partners, and internal partners to plan and coordinate projects and initiatives across multiple service lines.
- Responsible for the overall business technology strategy and oversee the planning, implementation and sustainment of critical technology systems.
- Oversee the data strategy framework reporting of key metrics and outcomes, as well as research and engagement studies to drive business process improvements.
- Manage the business unit's long-term strategic and budget planning by engaging and collaborating with the EMCS senior management team and key internal partners.
- Oversee the delivery of community preparedness and recovery from emergencies, disasters and business disruptions as well as business continuity planning, strategies, and risk reduction planning.
- Oversee the learning and development strategy and the health and safety strategy including the peer support network for operational employees.
- Manage the strategies for EMCS's fleet, facilities, asset management, capital planning, procurement, life cycle, equipment/supply and disposition.
- Ensure that capital projects and business improvement initiatives are delivered on time and on budget.

Qualifications

- A degree in Business, Planning, Public Administration or related field and at least 10 years of relevant senior leadership experience leading teams in at least one of the key functions.
- A related Master's degree is preferred.
- Equivalent combinations of experience and education may be considered.
- Experience with public safety technology systems and/or emergency management systems will be an asset.
- Certifications in Project Management or Business Continuity as well as knowledge of capital budgeting, asset management, adult learning and best practices supporting the psychological health of first responders will be an asset.
- Public sector experience, particularly municipal government experience in a large, multi-union environment will also be an asset.
- Demonstrated success in strategic leadership, relationship development, management capability, strengthening workplace culture, political acumen, values and ethics, and customer focus.

Pre-employment Requirements

- An enhanced security clearance will be conducted.
- Successful applicants must provide proof of qualifications.

Note: Please note all exempt positions at The City are undergoing a compensation review. This means the union jurisdiction and/or salary range listed here may change. [Tell me more.](#)

Union: Exempt
Position Type: Permanent
Compensation: Level G \$107,411– 168,991 per annum
Hours of work: Standard 35 hour work week
Audience: Internal/External

Business Unit: Emergency Management & Community Safety
Location: 800 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: June 10, 2025
Job ID #: 312066

Apply online at www.calgary.ca/careers