

Change Manager II (Leadership Coach)

Position ID: J0226-0081

Job Title: Change Manager II (Leadership Coach)

Job Type: Full Time

Department: Learning, Engagement & Change Management

Number Of Positions: 1

Min Salary: \$52.62/Hour

Max Salary: \$65.77/Hour

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together. We're proud to foster a workplace culture built on dedication, teamwork, and genuine care. Our commitment to creating a positive environment is reflected in our employee feedback from the 2025 Employee Engagement Survey, with 92.8% of employees saying they enjoy their work, and 92.6% feeling equipped with the resources they need to stay safe on the job.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

The Opportunity:

The Change Manager II is an experienced change manager and proficient leadership and team coach, assisting leaders to develop the necessary skills to drive sustainable change in their respected areas.

Reporting to the Team Leader, Learning, Engagement & Change Management, the Change Manager II works in partnership with leaders and subject matter experts to develop, manage and execute enterprise change management initiatives for strategic and cultural transformational initiatives throughout the City. As an internal coach, the Change Manager II works with leaders to support them through transformational and transitional changes in their areas to for sustainable success.

This role is a cornerstone of growth and development, inspiring leaders and teams to surpass their own potential, achieving set goals and maintaining high standards of performance while supporting the organizations most impactful projects.

This individual is responsible for leading change initiatives including actively engaging stakeholders and affected parties throughout the change lifecycle, assessing change impact, identifying risk, identifying who is affected by the change and how, assessing the type of change, the magnitude of change, areas of possible resistance and crafting resistance management plans including training considerations, employee feedback, corrective actions, transition and sustainment considerations to manage the people throughout the journey.

Responsibilities include:

Stakeholder Engagement and Coaching:

- Draw on comprehensive technical knowledge and excellent consulting skills to advise clients in organization effectiveness areas.
- Work collaboratively, engaging, guiding and coaching key stakeholders, including leadership, sponsors and change champions on change management best practices.
- Provide guidance and support to stakeholders throughout the change journey.
- Promote the benefits, methodology, and processes of enterprise change management to employees across the organization.

Change Strategy Development:

- Stay connected and continuously engages to understand the City of Airdrie business environments, key constraints and challenges as well as organizational direction for the future.
- Develop change management strategies and plans to support the implementation of operational and organizational changes.
- Conduct impact assessments to identify potential risks and challenges associated with change initiatives.

Change Implementation and Support:

- Collaborate with project teams to integrate change management activities into project plans.
- Coordinate and support the execution of change initiatives across different departments or teams.
- Support communications to tailor key messages to effectively engage and inform stakeholders throughout their change journey.

- Track and evaluate the progress of change initiatives, identifying areas for improvement, and implementing corrective actions.

Measuring and Reporting:

- Collect and analyze data to assess the impact of change initiatives on organizational performance.
- Continuously monitor and adjust change strategies based on feedback and evaluation results.

Coaching:

- Pioneer an internal leadership and coaching program at the City.
- Inspire, guide and challenge leaders and teams to surpass their own potential, achieving set goals and maintaining a high standard of performance.
- Develop individualized coaching plans based on individual needs or team goals
- Assess the strengths and weaknesses of clients to tailor coaching methods and programs.
- Provide regular feedback and advice.
- Monitor progress, adjusting coaching strategies as needed.
- Motivate and encourage clients to maintain enthusiasm and commitment.
- Analyze performance data to measure the effectiveness of coaching interventions.
- Collaborate with other professionals and stakeholders to enhance the overall coaching experience.
- Stay up-to-date with industry best practices.

You Bring:

- Degree in Business, Psychology/Development/Leadership, Industrial/Organizational Psychology, or related discipline required
- Coaching certification from an accredited ICF partner is required
- Team coaching certificate from an accredited ICF partner is required
- Change management certification is required; Prosci, LaMarsh or Certified Change Management Professional is required
- 8+ years' cumulative experience in change management and coaching. Experience in Project Management, Business Analysis, Organizational Design, Talent Management, or Corporate Communications will be considered.
- 5+ years' active coaching experience
- Understanding and adherence to coaching best practices and ICF standards
- Detailed understanding of change management principles, methodologies and tools

- Experience creating and leading communication and change management plans; must possess the ability to understand and articulate the complexity of business processes, and build/develop practical communications plans based upon those needs
- Knowledge and experience with large-scale technology implementations such as ERP systems and SaaS cloud-based solutions, as well as non-technology business change initiatives
- Must possess strong business acumen, encompassing the ability to see the "Big Picture" within a complex, multi-faceted organization
- Ability to synthesize information from many sources to develop recommendations
- Must possess the ability to facilitate working groups and training sessions with strong presentation and training skills along with excellent verbal and written communication skills
- Strong relationship building and interpersonal skills; ability to develop positive relationships with leadership, managers and employees
- Strong communicator
- Ability to facilitate complex discussions with varying opinions, applying awareness of cultural and political climate undertones
- A sense of humour would be a welcomed attribute

We Offer:

Along with a competitive compensation program and City paid health and dental premiums, our employees also enjoy:

- Excellent health, dental, paramedical, and benefits plan
- First-in-class pension plan
- Career development and tuition reimbursement
- Employee discounts, annual adult Genesis Place pass, social events, and health & wellness initiatives

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and are appreciated for their efforts and our overall benefits package reflects that.

Additional Information:

This full time position (37.5 hours per week) includes a comprehensive benefits and pension package.

*Please provide a cover letter along with your resume as a means of introducing yourself and your interest in this role.

Next Steps:

Candidates are invited to apply online. We only accept resumes and additional application documents through our online recruitment system. In-person applications, email or other online forms will not be considered.

If you require an accommodation during any part of the application or hiring process, please contact us at careers@airdrie.ca and we will work with you to meet your needs.

The City of Airdrie is committed to fostering a workplace culture where belonging, equity, accessibility, and diversity are deeply ingrained into all parts of the City, where employees feel they belong, are treated with respect, and where everyone can thrive and contribute to the City's success.

Postings close at 10:00 PM MT (Mountain Time) on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.