

Change Manager II - 12 Month Term

Job Type: Term 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 senior change manager proficient in supporting transformational IT projects such as Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM). This individual demonstrates strong business and financial expertise in addition to their change management experience, 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 in support of strategic and cultural transformational initiatives throughout the city.

This role focuses on driving adoption, minimizing resistance, and ensuring sustained outcomes by

aligning people, processes, and systems.

This individual is responsible for facilitating change management activities 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, capturing employee feedback, and highlighting 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 partner with senior leaders and people managers to build change sponsorship and advocacy.
- 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 and readiness 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.
- Coach and support leaders in reinforcing new behaviours and ways of working.
- 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.

You Bring:

- Degree in Change Management, Business or Finance
- Change management certification is required; Prosci, LaMarsh or Certified Change Management Professional is required
- 8+ years' cumulative experience in Change Management, Business, and/or Finance. Equivalencies will be considered.
- Public Sector, Municipal Government experience is an asset
- Project Management experience is an asset
- Experience in supporting full suite ERP systems implementations is required
- Detailed understanding of change management principles, methodologies and tools
- Demonstrated experience developing and implementing communication and change management strategies and plans; must possess the ability to understand and articulate the complexity of business processes, and build/develop practical communications plans based upon those needs
- Demonstrated knowledge and experience with large-scale technology implementations such as ERP and CRM 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 stakeholder management and communication skills
- Ability to facilitate complex discussions with varying opinions, applying awareness of cultural and political climate undertones
- A sense of humor would be a welcomed attribute

We Offer:

Along with a competitive compensation program and City paid health and dental premiums, this position also includes:

- Excellent health, dental, paramedical and benefits plan
- First-in-class pension plan
- Career development and tuition reimbursement
- Employee discounts, gym membership, 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 appreciated for their efforts and our overall benefits package reflects that.

Additional Information:

This is a full-time, 12 month term position (37.5 hours per week) with the possibility of extension.

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.