

# Careers

Innovation Consultant (20-month term)



## Thinking outside the box...

Come join our I.T. team to support our citizens and businesses prosper by introducing initiatives to drive improvements in intelligent community initiatives, customer experience strategy, community partnerships, and business processes. You are responsible for corporate oversight of the Customer Experience system, Services Database, and promoting customer service/engagement. You engage with the broader community and city staff on evolving intelligent community direction, including partnerships, grant funding, focus groups, strategies, and support a corporate data-driven and customer-centric culture and create business cases to modernize the city's workforce.

You are able to recognize and mitigate barriers, capitalize on opportunities for successful change efforts, and manage risk. You are adept at building relationships with peers and clients, you motivate, educate and train, you are innovative, and can step back and see the whole picture.

## Qualifications

A business degree or degree in related field, supplemented with associated experience including: development of strategy documents, key results, and business process evaluation, performance management and measurement principles and methodologies, and public sector reference models and multi-channel service delivery. Core competencies for this role include: solutions oriented, communication excellence, relationship building, leadership and strategic thinking.

Help create Kelowna as a *City of the Future*. Our diverse and dynamic team strives to innovate to make things better, work as one team, serve proudly and lead responsibly. Live, work and play in one of Canada's fastest growing cities. Kelowna boasts miles of lake access, public areas and outdoor recreation opportunities, a vibrant downtown and cultural scene, healthy and connected neighbourhoods, and a world-renowned College and University. You're only a quick link to the world via the Kelowna International Airport. With modern technology and an ever-changing virtual landscape, we may be willing to consider applicants who are wanting to work from home, provided you reside in the Okanagan region, with the ability to come into the office, as required.

Grow your career in an organization that supports employee work-life balance and career and professional development. This exempt position offers a salary range of \$97,500 to \$113,000, employer-paid comprehensive benefits, an earned day off program, paid vacation and one of Canada's top pension plans.

The City of Kelowna is committed to being an organization that values and reflects its community's diverse population, and to fostering an equitable, inclusive and progressive work environment where everyone can be their authentic self and feels a sense of belonging.

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For further information or to apply, please check our website at [www.kelowna.ca/careers](http://www.kelowna.ca/careers)

Applications must be received by end of day **July 5, 2026**

*Applicants not contacted within three weeks of the closing date are thanked for their interest*