

## Job Title: SUPERINTENDENT OPERATIONS

**Job ID:** 62481

**Job Category:** Emergency, Fire and Paramedics Services

**Division & Section:** Toronto Paramedic Services, PS Operations

**Work Location:** Various, See Below

**Job Type & Duration:** Full- time, Permanent

**Salary Range:** \$113,683 - \$155,216

**Hiring Zone:** \$127,728 - \$138,484

**Shift Information:** Monday to Sunday, 12-hour rotating shifts, 40 hours per week

**Affiliation:** Non-Union

**Number of Positions Open:** 5+

**Posting Period:** 09-Mar-2026 to 27-Mar-2026

### Work location information:

Your primary work location may be one of the sites listed below; however, you may be required to report to any Toronto Paramedic Services location across the city as needed:

- 1300 Wilson Ave, Toronto, M3M 1H5
- 2430 Lawrence Ave E, Toronto, M1P 2R5
- 100 Turnberry Ave, Toronto, M6N 1R1
- 1535 Kingston Rd, Toronto, M1N 1R5
- 5700 Bathurst St. Toronto ON M2R 3N4
- 674 Markham Street, Toronto ON M6G 2L9

### Job Summary

The Superintendent, Operations is responsible for providing effective leadership and operational oversight within an assigned area of responsibility across the Toronto Paramedic Services division. This role ensures the efficient deployment of resources, the delivery of high-quality emergency medical services, and the consistent application of divisional policies, procedures, and clinical standards. The Superintendent oversees and supports frontline paramedic staff, monitors compliance with legislative and regulatory requirements, and contributes to maintaining a safe and productive work environment. The position also participates in incident management, collaborates with internal and external partners, and supports the development and implementation of operational plans to ensure service excellence across the division.

### Major Responsibilities:

Reporting to the Toronto Paramedic Services Commander Operations:

- Monitors all assigned ambulance operations within the Division to ensure efficient service is maintained at all times.
- Ensures all applicable operating policies and procedures are understood and implemented by staff.

- Maintains a review of operational staff, operating reports recommending remedial action as required and ensuring all reports are prepared, processed, maintained and reported to the assigned Toronto Paramedic Services Commander of Operations.
- Performs periodic performance evaluation audits to identify training and job rotation needs.
- Ensures good public relations standards are maintained with respect to contact with the public and other governmental and/or outside organizations and participating in the community relations program.
- Liaises with all City of Toronto divisions, Ministry of Health, fire and police, hospitals and other organizations.
- Ensures all assigned facilities, equipment and vehicles are maintained and all general supplies and vehicle supplies are safeguarded and maintained at the proper level.
- Carries out initial and ongoing patient care as required.
- Handles day-to-day labour relations matters.
- Performs duties in Operations as a Superintendent or a patient care provider as required.
- Supervise special operations units and staff as required.
- Required to work rotating shifts.
- Performs other duties as assigned.

**Key Qualifications:**

1. Must possess and maintain current certification as a Primary Care Paramedic (PCP) or Advanced Care Paramedic (ACP), including A-EMCA and must achieve and maintain all required Ontario Base Hospital certifications, including Symptom Relief, Defibrillation, and obtain cross-certification with Sunnybrook Base Hospital if not already certified.
2. Must possess a valid Class F Ontario Driver's License, or better, and meet all requirements for license maintenance as set forth in the City of Toronto's Fleet policy and be able to obtain and maintain a City's driver's permit.
3. Extensive experience working as a frontline paramedic.
4. Experience as a supervisor, leading, and motivating staff in paramedic, medical, or related fields; experience in a unionized environment is considered an asset.
5. Must meet all requirements for employment as a Paramedic in Ontario as per the Ambulance Act.
6. Must not have had driver's license suspended for three years prior to application and not have more than three demerit points issued against his/her Ontario driver's licence.
7. Must produce proof of mandatory immunization and maintain all immunizations as required and specified by the Ontario Ambulance Act and the City of Toronto.
8. Knowledge of the Incident Management System (IMS) with accredited certification and/or the ability to obtain accredited certification.
9. Strong written and verbal communication and presentation skills, along with proficiency in Microsoft Office tools such as Word, Excel, and PowerPoint.
10. Ability to safely and effectively manage Operations responsibilities including deployment oversight, station readiness, equipment compliance, and staff supervision.
11. A thorough working knowledge of all practices and procedures related to the effective operation of ambulance and special operations units.
12. Demonstrates a strong understanding of health and safety legislation, EMS regulations, and relevant provincial acts, along with general knowledge of the

legislation and policies governing Ambulance Services.

13. Strong knowledge of EMS operations, clinical standards, and emergency response protocols.
14. Strong communication, problem-solving, and conflict-resolution skills.
15. Physically capable of performing the job demands of both an Operations Superintendent and Paramedic.
16. Ability to make sound decisions, lead with innovation, and achieve results, while promoting teamwork and cultivating a work environment that enables high performance and excellence.
17. Ability to exercise sound judgement in emergency situations and in respect to public relations.
18. Ability to effectively handle day-to-day labour relations issues.
19. Must be available to work rotating shift/weekend/night/overtime/on-call duty in all environmental conditions.
20. Demonstrated commitment to equity, diversity, inclusion, accessibility and human rights.
21. Ability to support the Toronto Public Service values to ensure a culture that champions equity, diversity, Truth and Reconciliation and respectful workplaces.
22. All successful applicants who have not previously provided a Police Reference Check to the City will be required to do so

## **Equity, Diversity and Inclusion**

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to [employment equity](#).

## **Accommodation**

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the \*\*application process\*\* is available upon request.](#) Learn more about the City's [Hiring Policies and Accommodation Process](#).