



People Services  
28 Francis Street  
Lindsay, ON K9V 6H7  
(705) 324-9411  
[Recruitment@kawarthalakes.ca](mailto:Recruitment@kawarthalakes.ca)

## Job Brief

Responsible for the development and implementation of departmental procedures to achieve corporate and departmental strategic objectives. Departmental lead in regards to adherence to all related operational standards and requirements.

Employment Status: Permanent Full time

Union: NON-UNION

Closing Date 13/09/2026

## Deputy Chief, Operations – Paramedic Service

City of Kawartha Lakes

Salary: \$139,210 – \$162,864 annually (2026)

Hours: 37.5 hours per week

Location: City of Kawartha Lakes

Vacancy Status: This posting is for a current vacancy within the City of Kawartha Lakes Paramedic Service.

**Lead Operations. Support People. Strengthen Paramedic Service Delivery.**

The City of Kawartha Lakes is looking for an experienced and collaborative leader to join our Paramedic Service as Deputy Chief, Operations.

Reporting to the Chief of Paramedic Services, this is a key leadership role responsible for the day-to-day operational performance of the service. You will lead people, oversee resources and deployment, monitor system performance, and work with internal and external partners to ensure our Paramedic Service continues to provide responsive, high-quality care to our community.

This opportunity is well suited to a leader who understands the complexities of paramedic or health care operations and knows how to balance people, performance, resources and service demands in a fast-paced environment.

## What You'll Do

As Deputy Chief, Operations, you will:

- Provide leadership and direction to operational teams, building a culture of accountability, engagement, teamwork and continuous improvement.
- Oversee operational deployment, scheduling, vehicle assignments, equipment and other resources to support effective service delivery.



- Monitor system performance and use operational information to identify trends, challenges and opportunities for improvement.
- Ensure operations comply with applicable legislation, provincial requirements, Ministry standards, City policies and established procedures.
- Support budget planning and make recommendations regarding current and future operational requirements and expenditures.
- Lead and support recruitment, training, performance management, employee relations and other people-management activities.
- Administer the Collective Agreement in collaboration with People Services.
- Lead operational investigations, customer service concerns and follow-up actions where required.
- Build strong working relationships with allied agencies and system partners, including CACC, Base Hospital, neighbouring paramedic services and other community partners.
- Represent Paramedic Services on joint initiatives, committees, projects and operational matters.
- Support public and stakeholder communications on behalf of the department.

## What You Bring

We are looking for a leader who combines strong operational knowledge with sound judgment, communication skills and the ability to bring people together.

You will bring:

- A post-secondary degree in Paramedicine, Health Care Administration or a related field, along with additional specialized education in health care.
- A minimum of five years of progressive management experience in a paramedic or health care environment at a middle or senior leadership level.
- Current certification as a Paramedic is considered an asset.
- Demonstrated experience leading teams, managing performance and navigating complex operational and employee-relations matters.
- Strong analytical and problem-solving skills, with the ability to investigate issues and prepare clear, well-supported reports and recommendations.
- A commitment to quality improvement and finding better ways to deliver services.
- Strong organizational skills and the ability to manage competing priorities in a demanding operational environment.
- Excellent written and verbal communication skills.
- Proficiency with Microsoft Office and other relevant business and operational technology.
- A valid Ontario Class "G" Driver's Licence.

## Why Kawartha Lakes?

When you join the City of Kawartha Lakes, you become part of a team of municipal employees who take pride in the impact their work has on the community.

Our mission is to deliver high-quality municipal services while helping create a healthy and sustainable future for Kawartha Lakes residents and businesses. Our work is guided by our values of Accountability, Respect and Teamwork.



The City offers a competitive total compensation package that may include:

- OMERS defined benefit pension
- Employer-paid benefits
- Short- and long-term disability income protection
- Education reimbursement
- Leadership and professional development opportunities
- Programs that support innovation and career growth

If you are an experienced leader who is passionate about people, operational excellence and the future of paramedic services, we want to hear from you.

Bring your leadership. Make an impact. Jump In with us!

The City of Kawartha Lakes is an equal opportunity employer committed to equity, diversity and inclusion and to creating a safe, respectful and welcoming workplace.

Please note: A satisfactory Criminal Record Check, including a Vulnerable Sector Search, will be required as a condition of employment.