



President: Susan Reid

Biography:

Susan Reid is the Manager for Service Leadership & Performance with the City of Toronto, Employment & Social Services division. Her portfolio consists of developing and managing performance indicators for her organization and she is responsible for their employee recognition program, which celebrates its 12th year in 2013. Throughout nearly 20 years with the City, Susan has worked in the areas of employment program design, policy development, budget management, contract management, promoting programs and services, primarily related to volunteering in the Ontario Public Service, and developing and maintaining ongoing relationships with external partners and other municipal delivery agents in Ontario. She has volunteered in several city initiatives, such as the Effective Management Skills program and the 2005 Learning Summit. Prior to being recruited to join the City, Susan was the Executive Director of CACEE, a non-profit organization committed to providing university and college graduates with connections to the employer community. Susan was also the Manager of the Placement Centre at Ryerson University for 8 years where she honed her project management skills. Susan is a University of Toronto graduate with a degree in geography from U of T Mississauga. She graduated from Western's Diploma in Public Administration in 2005 and her research paper focused on the effects of an employee recognition program on the quality of work for people working in municipal government environments.

