

From: [Lindsay Jones](#)
To: [AMO Staff](#)
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I am please to share several staffing updates that will contribute significantly to strengthening AMO's services and support for our member municipalities.

Effective February 23, 2026, Christina Pavone will be joining AMO as Director of Business Services, reporting to the AMO Executive Director.

Christina brings over 20 years of experience in the Ontario Public Service in business and service transformation, operational change management and people leadership. Most recently, she was the Director of Service Centre Innovation and Enablement at Service Ontario, where she led complex RFP processes and developed new partnerships between Service Ontario, the private sector, municipalities and Indigenous partners. She has significant experience working with municipalities across the province to plan, design and implement digital service transformations in social assistance. She holds a Bachelor of Social Science from the University of Windsor and has a strong track record of managing large-scale complexity across process, policy, and technical innovation.

One of Christina's first priorities will be to work with the LAS staff and Board to assess current program offerings and set new strategic directions and rework program development processes to capitalize on new opportunities that reflect a shifting environment. To allow her to focus on LAS, Afshin Majidi has agreed to stay on as Co-CEO for ONE Investment on an interim basis until Christina is up to speed.

In addition to Christina's appointment, Petra and I are pleased to announce two new Managers within the Membership Centre, reflecting an enhanced investment in education and member engagement:

Victoria Van Veen has been promoted to the newly created role of Manager, Events, reflecting the growing scale and importance of the AMO and ROMA Conferences and other member events. Victoria has worked with AMO in planning the AMO conference since 2011, and the ROMA conference since 2017. In 2023, Victoria officially joined AMO as Team Lead of Training and Events – which then included work with the OSUM conference and various Policy driven and HDP forums. Prior to working with AMO she supported a variety of non-profit organizations in their service delivery, education, and fundraising efforts. Victoria has a BA from Queen's in Politics, a BAH from Carleton in International Relations, and is currently completing her MBA at Athabasca University.

Paul Kugelmass joins AMO as Manager of Education and Training on February 17, bringing

significant experience in learning and development, strategic planning, change management and leadership with over a decade of experience with the Ontario Public Service. Prior to joining the OPS, Paul worked in education and has a BEd from Queen's with a focus in adult training and education. He also has a BA from Queen's in English and Drama and a post graduate certificate from Humber in Public Administration.

It is a challenging time for municipalities across Ontario, who are looking to AMO now more than ever for leadership and support.

All of these roles, combined with the ongoing communications transformation, are part of an integrated strategy to enable AMO to achieve greater influence and enhanced services to our members.

We are excited to welcome Christina and Paul to AMO and to congratulate Victoria on her well-deserved promotion. We are planning an all-staff meeting in late February to regroup with these new additions and discuss AMO's overall strategy and direction.

Thank you all for your ongoing contributions as AMO embarks on an exciting new chapter.

Lindsay Jones

Executive Director

Association of Municipalities of Ontario



Email: ljones@amo.on.ca

