



JOB DESCRIPTION

Position Title: Operations Manager
Department: Operations
Supervisor: Director of Operations

Date: March 14, 2018

Position Summary:

As a key member of the District's management team, under the direction of the Director of Operations, the Operations Manager will supervise the construction, maintenance and operational activities of roads, utilities, buildings, parks and other assets of the District. This position provides direct supervision to crew members including planning, scheduling, monitoring and reporting on tasks/projects that have been assigned, processing invoices, participating in the yearly budgeting process, writing reports, memos and policies, and building effective working relationships with stakeholders both internal and external to the organization. The Manager is responsible to develop and execute the annual Operations Department plan for the, maintenance and repair of municipal infrastructure. The Manager shall be knowledgeable in budgeting requirements and able to perform a high level of administrative duties, including report writing and presentations. Assignments and responsibilities are performed under minimal supervision in accordance with established routine. Performance is subject to review and evaluation by the Director of Operations.

Responsibilities:

- Oversee, motivate and mentor operations staff.
- Prioritize projects and workload.
- Purchase equipment and supplies within budget.
- Communicate and interact effectively with multiple stakeholders in service delivery.
- Respond to complaints and concerns of the public.
- Inspect and monitor new development sites for quality control in accordance with municipal bylaws and regulations.
- Administer the District of Hope Occupational Health and Safety Program, ensure safety and risk management policies and procedures are adhered to, ensure compliance with all applicable regulations.
- Prepare and/or review comprehensive reports, plans, contract documents and estimates.
- Plan and assign the work schedule for the crew on a daily, weekly, monthly, and yearly basis in accordance the objectives and goals of the Operations Department. Assign tasks/projects to individuals and teams in order to safely and efficiently maximize District resources.
- Provide crews with direction (and in some cases demonstration) on how to complete the work; monitor progress; and provide feedback on results.
- Answer and respond to public inquiries and complaints through the service request process.
- Prepare technical reports and correspondence as required.
- Answer emails from the public and/or internal stakeholders.
- Support employees by sharing knowledge and troubleshooting challenging situations; provide advice and direction on how to resolve.

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- Provide individuals and teams with coaching on how to improve performance and/or address simple workplace issues that arise.
- Manage the performance of subordinate staff, including discipline as required.
- Look for ways to optimize work through operational efficiencies, new technologies, and best practices.
- Ensure established safety policies and procedures, rules and regulations are met.
- Debrief with crews when incidents occur and discuss preventative measures.
- Work with the Director of Operations to identify and arrange for various employee training and development opportunities.
- Complete paperwork and reports including, but not limited to, the following:
 - Departmental work plan
 - Monthly department reports
 - Department policies and procedures
 - Absence requests
 - Daily timesheets
 - Task tracking
- Record and organize inspections, repairs, maintenance and benchmarking data.
- Perform administrative duties related to purchasing, inventory, invoice approval and various contracted and in-house projects.
- Obtain quotations, recommend selection and supervise contractors for annual and occasional contract requirements.
- Administer the operations budgets and assists in annual budget preparations for all related facilities and infrastructure including major maintenance and minor capital projects
- Order supplies as required.
- Ensure that all equipment, tools, and apparatus are in good repair and in proper working order.
- Recommend options or projects that facilitate upgrades or replacement of existing facilities and coordinate the required work to ensure the proper installation.
- Attend Council meetings when required.
- Act as Director of Operations in his/her absence.
- Performs other duties as required.

Required Knowledge, Skills and Abilities:

- Excellent knowledge of municipal infrastructure and Operations best practices in the following areas:
 - Roads and sidewalks maintenance and repair (including winter operations)
 - Water distribution systems (including SCADA systems)
 - Wastewater collection and treatment systems (including SCADA systems)
 - Storm drainage systems
 - Parks maintenance (including cemetery operations)
 - Fleet vehicle and equipment maintenance
 - Solid waste collection
 - Facilities Maintenance
- Ability to create and develop systems and programs that support the effectiveness and efficiency of the Operations Department.
- Comprehensive and current knowledge of WorkSafe BC regulations and requirements as they relate to the workplace.
- Ability to build and maintain positive working relationships with other departments, outside agencies and the public.
- Ability to successfully deal with multiple priorities, be flexible, and problem solve under pressure in a fast-paced environment.
- An advanced level of written, interpersonal and communication skills.

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- Ability to confidently exercise considerable independent judgment and make sound decisions that reflect well on the Department and the organization.
- Proven supervisory and team leadership skills.
- Ability to act with tact and discretion around sensitive issues or situations and to maintain strict confidentiality as may be required or appropriate.
- Experience with Microsoft software (i.e. Excel, Word, and Outlook), and knowledge of databases. Able to authoritatively process a variety of calls, complaints and inquiries; provide information and polite, courteous and tactful assistance to the public on procedural, regulatory and related matters accurately and completely.
- Able to work without direct supervision, effectively manage time, prioritize and remain flexible while managing a dynamic workload and changing priorities.
- Be in possession of a valid Class 5 BC Driver's License.

Required Education and Experience

- Completion of Grade 12 supplemented with post-secondary education in the construction, civil engineering or related field.
- Completion of a Certificate in Civil Engineering Technology or Public Works Supervision, supplemented with formalized training in administrative management, project management and leadership skills or equivalent (preferred).
- Significant experience in municipal infrastructure operation, maintenance and construction and the safe operation of related tools and equipment.
- Minimum 5 years experience supervising in a Public Works environment, experience working in a municipal and/or unionized environment will be considered an asset.



John Fortoloczky
Chief Administrative Officer