



Position Synopsis and Purpose

(A position overview and how it connects to the big picture)

Responsible for the management, supervision and leadership of roads infrastructure, water distribution, wastewater collection systems, storm operations and maintenance. Overall Responsible Operator (ORO) for all Water and Wastewater facilities/systems as per MOE licensing requirements.

Key responsibilities include development, coordination and administration of maintenance programs related to roads, winter control, water distribution, wastewater collection and inventory. Responsible for trouble-shooting on service inquiries/complaints; staff scheduling, supervision and development; resident issues; policy/standards/procedures development and level-of-service recommendations; coordination and participation in preparing budgets, forecasts, and work plans; participating on the department management team and contributing to departmental work planning and strategic initiatives; Council/Committee report preparation; Championing the City's Strategic Plan, Community Vision and Council goals/decisions in delivering core municipal services vital to a progressive community.

Supervises divisional supervisors, storekeeper and fleet mechanics including staff scheduling, development, performance planning/review, coaching/mentoring, health and safety, HR policies administration, discipline and termination decisions/recommendations.



Major Responsibilities

(What this position does and how they allocate their time)

Description	Approx. Time Spent (%)
<p><u>Designated Overall Responsible Operator (ORO)</u></p> <ul style="list-style-type: none"> • Accessible to offer guidance and direction to operators and respond to emergencies. • Provide clean, safe and reliable drinking water, a free flowing wastewater and storm sewer systems; and • Set operational parameters for the subsystem or for a process that controls the effectiveness or efficiency of the subsystem; and • Direct or instruct other operators in the subsystem to set such operational parameters; and • Take all steps reasonably necessary to operate the processes in a safe and efficient manner, in accordance with the relevant operations manuals; and • Attending MOE and external audits, participating in the on-call roster, and 	30

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> • Ensure that the processes are measured, monitored, sampled and tested in a manner that permits them to be adjusted when necessary; and • Ensure that records are maintained of all adjustments made to the processes and • Ensure that all equipment used in the processes is properly monitored, inspected and evaluated and that records of equipment operating status are prepared and available at the end of every operating shift. • Respond accordingly to customer complaints, concerns and inquiries. • Provide visible and positive leadership to staff, developing and nurturing a work environment that is inclusive, respectful and motivating for staff. • Provide direction, coaching, counseling, guidance and support. • Manages, monitors, adjusts and maintains all remote monitoring systems. • Participates in the design, purchasing, tendering and RFQ process. • Staff scheduling, supervision and development. 	
<p><u>Administration</u></p> <ul style="list-style-type: none"> • Executes, administers and participates in the development and review of policies, procedures, standards, plans and programs governing the Operations Division. • Prepares reports and attends internal/external meetings and events as required/assigned; provides advice/guidance and makes recommendations on public works infrastructure maintenance and operations issues and fleet and equipment acquisitions and maintenance, levels-of-service, policies and procedures, tender calls/awards and other acquisitions, and other matters. • Prepares and/or directs and oversees the preparation of tender specifications and documents; evaluates bids and makes recommendations on bid award for the acquisition of materials/goods and fleet/equipment, and the retention of contractors and suppliers to undertake public works infrastructure and fleet maintenance; monitors their work and/or administers the agreements/contracts in accordance with city policies/procedures. • Oversees the execution of operational related services-in-kind requests for community and special events such as temporary road closures. • Monitors trends and best practices within Operations. • Oversees the execution of operational related services-in-kind requests for community and special events such as temporary road closures. 	20
<p><u>Financial</u></p> <ul style="list-style-type: none"> • Participates in the development of annual maintenance workloads and the preparation of annual maintenance performance budget estimates on the basis of maintenance management systems information. 	10

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> Prepares the Operations annual operating and capital budgets, business plans and longer-range forecasts for Fleet; administers and monitors the approved budget including authorization of expenditures. Regularly reviews and evaluates administrative and service delivery processes with a view to streamlining/updating practices and fostering excellence in services and customer service, and efficiency in service delivery; formulates and evaluates meaningful operational benchmarks, tracks performance. 	
<p><u>Customer Service</u></p> <ul style="list-style-type: none"> Responds to inquiries from and/or liaises with residents, community and special interest groups, other government/agencies, internal divisions/departments, contractors, and elected officials on maintenance and operations, service requests and work order activities, roads assumptions, and other operations matters. Undertakes representative duties as Manager of Operations within the local community, and inter-municipally as required/directed; participates on the corporation's emergency management team, provides back-up support to other department Managers. Monitors a complaint-tracking and follow-up system for resident/business complaints related to infrastructure operations & maintenance; monitors front-line staff responses to area residents/businesses/community groups; investigates and trouble-shoots where necessary to resolve issues including liaising with staff and complainant. 	10
<p><u>Leadership</u></p> <ul style="list-style-type: none"> Supervises divisional supervisors, storekeeper and fleet mechanics including staff scheduling, development, performance planning/review, coaching/mentoring, health and safety, HR policy administration, discipline and termination decisions/recommendations. Participates as a member of the Engineering & Operations Management Team providing input on departmental and corporate planning and strategic initiatives; leads and/or participates on project teams, as assigned; and champions the corporate vision, core purpose within the Division, among department colleagues and corporately. Conducts or assists in-on-the-job training of maintenance methods and administration for streets maintenance personnel and makes recommendations to the Director of Engineering & Operations concerning special training desirable for these personnel. Assesses staffing needs, makes recommendation on complement amendments, participates in recruitment processes, and makes effective hiring decisions/recommendations. 	30

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> Periodically observes maintenance work for quantity of work, methods and procedures being used to ensure that street maintenance forces are carrying out planned and scheduled work and that the desired accomplishments are being achieved. Oversee the day to day operations of the Storekeeper and Storeroom. Oversee the day to day operations of the Fleet and staff. As overall administrator for Operations, be available for issues arising requiring decision making. 	
<p><u>Other Duties as Assigned</u></p> <p>Undertakes special projects and performs other duties as assigned, in accordance with departmental or corporate objectives.</p>	

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Required Training

(Description of training required in order to perform the major responsibilities)

- Public Works Leadership Development Program Certificate (Association of Ontario Roads Supervisors – AORS)
- T,J, Mahoney Road School Certificate (Construction & Maintenance)– Ontario Good Roads Association (pre-requisite for C.S. Anderson courses)
- C.S. Anderson Courses
 - Management
 - Communications
 - Human Resources
 - Plan reading & Contract Interpretation
 - Fleet Management
 - Roadway Management
 - Bridge & Culvert Maintenance
- Certified Road Supervisor – Association of Ontario Roads Supervisors
- Ontario Salt Management Certificate
- Emergency Management training as required for role in City’s E.O.C.
- Managing in a Unionized Environment
- Dealing with Difficult People
- AODA Customer Service Training
- Occupational Health and Safety Awareness (OHSA) for Supervisors
 - Right to Refuse Work
 - Personal Protective Equipment Training
- Workplace Hazardous Materials Information System (WHMIS including GHS for Supervisors)
- Workplace Violence and Harassment for Supervisors (Bill 168 & Bill 132)

*Attends training, workshops and seminars as appropriate and as required



Minimum Qualifications (Absolutely cannot do without)

Education (degree/diploma/certifications)

- Three (3) Year Post-Secondary education in Operations Management or equivalent in a related field, technical or administrative
- Ontario Management Development Program (Ministry of Colleges, Training & Universities)

Eligible for registration with the Ontario Association of Certified Engineering Technicians and Technologists or equivalent education and experience.

Ministry of Environment Water/Wastewater license, minimum Class II enabling individual to function as the municipalities Overall Responsible Operator (ORO) for both designations.

Experience

- 5 to 7 years' practical experience in public works and administration.
- Ability to read and interpret blueprints / technical drawings
- Knowledge of equipment operating and maintenance procedures.
- Extensive experience in supervising municipal maintenance activities.
- Well-developed oral & written communication skills.

Knowledge/Skill/Ability

- Excellent interpersonal, project/time management, communications/public relations, work prioritization, report-writing, analytical, problem-solving, and staff leadership/supervisory skills.
- Ability to think and act strategically in a political and community service environment, to foster corporate thinking and a healthy workplace environment, to build strong and enthusiastic staff teams and external alliances/partnerships, to align departmental programs/services with corporate strategic direction, and to champion the Vision, purpose and values of the City.
- Thorough working knowledge of water/wastewater systems, roads infrastructure maintenance and operations, benchmarking initiatives and best practices; the Occupational Health & Safety Act, the Highway Traffic Act, Minimum Maintenance Standards and associated Regulations, Commercial Vehicle regulations, and other applicable roads legislations/regulations/guidelines; sound fleet management practices; all types of vehicles and equipment used in a municipal fleet and associated vehicle safety and licensing requirements in the Province of Ontario; inventory control systems; tender practices in a public sector environment; contemporary management practices; and local government functions/ responsibilities and services in general.
- Computer literacy in MSOffice utilizing word processing, spreadsheet, presentation and database software, Outlook and the Internet; asset maintenance management and work-order systems.
- Availability to assist with emergency response and to attend after-hours meetings or special events as may be required.
- Must maintain a valid driver's license



Preferred Qualifications (The ideal candidate)

Education (degree/diploma/certifications)

- Three (3) year College diploma in Civil Engineering Technology or Environmental Technology.
- Certified Engineering Technologist designation from the Ontario Association of Certified Engineering Technicians and Technologists (OACETT)

Ministry of Environment Water/Wastewater license, minimum Class II enabling individual to function as the municipalities Overall Responsible Operator (ORO) for both designations.

Experience

- Eight (8) years of related municipal experience in water/wastewater, roads infrastructure maintenance and operations, building maintenance operations and fleet operations in a management capacity preferably in an urban growth environment, and including a minimum of four (4) years of supervisory experience.

Knowledge/Skill/Ability

- Excellent interpersonal, project/time management, communications/public relations, work prioritization, report-writing, analytical, problem-solving, and staff leadership/supervisory skills.
- Ability to think and act strategically in a political and community service environment, to foster corporate thinking and a healthy workplace environment, to build strong and enthusiastic staff teams and external alliances/partnerships, to align departmental programs/services with corporate strategic direction, and to champion the Vision, purpose and values of the City.
- Thorough working knowledge of roads infrastructure maintenance and operations, benchmarking initiatives and best practices; the Occupational Health & Safety Act, the Highway Traffic Act, Minimum Maintenance Standards and associated Regulations, Commercial Vehicle regulations, and other applicable roads legislations/regulations/guidelines; sound fleet management practices; all types of vehicles and equipment used in a municipal fleet and associated vehicle safety and licensing requirements in the Province of Ontario; inventory control systems; tender practices in a public sector environment; contemporary management practices; and local government functions/ responsibilities and services in general.
- Computer literacy in MSOffice utilizing word processing, spreadsheet, presentation and database software, Outlook and the Internet; asset maintenance management and work-order systems.
- Availability to assist with emergency response and to attend after-hours meetings or special events as may be required.
- Knowledge of equipment operation
- H&S certification
- Team Building
- Conflict Resolution
- Strategic Planning



Work Setting

(Description of the work environment and nature of people interactions)

Contacts

Frequency Legend	
Constant – every day for most of the day	Occasional – bi-weekly to monthly
Frequent – daily	Rare – once in a while
Regular – weekly	

Contact	Frequency	Nature of Interaction
Mayor & Council	Rare	-inquiries to core service work -resolution to residents' concerns/issues
Chief Administrative Officer	Occasional	-inquiries to core service work -senior management team meetings
Director of Engineering & Operations	Regular	-project and work plan review and updates -budget planning -report review and editing
Roads Supervisor	Frequent	-leadership, mentoring, coaching -work schedule review -special project updates -concerns/resolutions
Utilities Supervisor	Frequent	-leadership, mentoring, coaching -work schedule review -special project updates -concerns/resolutions
Storekeeper	Frequent	-leadership, mentoring, coaching -work schedule review -best practices -concerns/resolutions
Fleet Mechanics	Frequent	-leadership, mentoring, coaching -work schedule review -best practices -concerns/resolutions
Roads, Utilities, Fleet staff	Regular	-leadership, mentoring, coaching -concerns/resolutions -updates

Contact	Frequency	Nature of Interaction
Community & Economic Development Department	Occasional	-special project updates -concerns/resolutions -sharing of resources, staffing
Senior Management	Occasional	-Collaboration -Updates
City Councilors	Rare	-inquiries to core service work -resolution to residents' concerns/issues
Contractors	Regular	-initiation of contract -progression meetings -issue resolution as required
Municipal Colleagues/Regional Representatives	Occasional	-gathering or exchanging ideas/information -collaborating

Working Conditions

Consider work environment (i.e., open/shared, enclosed office). Consider any hazards, disagreeable conditions; the requirement to be 'on call' or work extensive overtime

- This position spends approximately 70% of the time working in an office environment, sitting at a desk, working on a computer with frequent interruptions.
- This position spends approximately 30% of the time attending meetings and attending site visits.
- Generally, interactions are professional, courteous and collaborative but occasionally the interactions will escalate to rude and verbally abusive language as this position addresses complaints/concerns that escalate from front line staff.
- Occasional "on call" duty including winter conditions patrolling and/or other emergencies.



Accountability & Initiative

Independent Decision Making

List examples of decisions made or duties performed without reference to your supervisor or subsequent checks.

- Materials procurement necessary to carry out day to day proactive and reactive maintenance of municipal buildings, fleet and equipment
- Retain contract service necessary when municipal staff unavailable or outside of present day skill sets
- Resolution of resident issues that fall within normal practices and policies
- Reallocation of municipal forces or equipment to suit needs in delivering core services
- Carry out disciplinary action or corrective action that is within the authority of present administrative position

Consultative Decision Making

List examples of decisions made or duties performed which require consultative approval from your supervisor.

- Retain contract service necessary when the practice is uncommon or not normally carried out as part of normal operational programs and services
- Resolution of resident issues that do not fall within normal practices and policies
- Carry out disciplinary action or corrective action that is beyond the authority of present administrative position
- Retain contract service necessary when municipal staff unavailable or outside of present day skill sets and costs surpass normal approval level.

Decision Making Guidelines

What guidelines, standards of practice, procedures manuals, etc. govern your decision making and actions.

- Municipal Procurement Policy
- Municipal Customer Service 5 C Service Program
- Occupational Health & Safety Act
- Employment Standards Act
- Highway Traffic Act
- Ontario Regulation Minimum Maintenance Standards
- Municipal Administrative Policies

Financial Accountability

State any financial responsibility held by this position and list amount (e.g. Budget preparation, monitoring and/or control, petty cash, purchasing/signing authority, financial analysis, financial control etc.)

- Divisional budget preparations and day to day managing of the account limits as annually approved
- Discretionary authority for purchase of goods and services up to \$5,000.00
- Monthly review of general ledger accounts by way of variance reports Overall Operational budgets (salary & discretionary) amounting to approximately \$3,200,000.00



Physical Skill and Effort

(Describe both physical skill and effort necessary to perform the job)

Physical Skill

Physical Effort

*Legend

N/A = Not applicable **Occasional**= Up to 30% **Frequent** = Up to 80% **Constant** =Over 80%

Demands	Duration
Minimal Exertion – a variety of sitting, standing, walking	Frequent
Moderate Exertion – some climbing and extensive walking on job sites.	Occasional
Heavy Exertion – constant standing and/or walking; pushing/pulling	Occasional
Lifting – provide average weight/example	N/A
Keyboarding	Frequent
Intensive visual concentration - reading reports, data analysis	Frequent
Intensive listening concentration – meetings, interviews	Occasional
Intense mental concentration – problem solving, collaboration	Occasional

****Describe the physical activities associated with the job (e.g., lifting, carrying, pushing, pulling, and stretching in the boxes above.



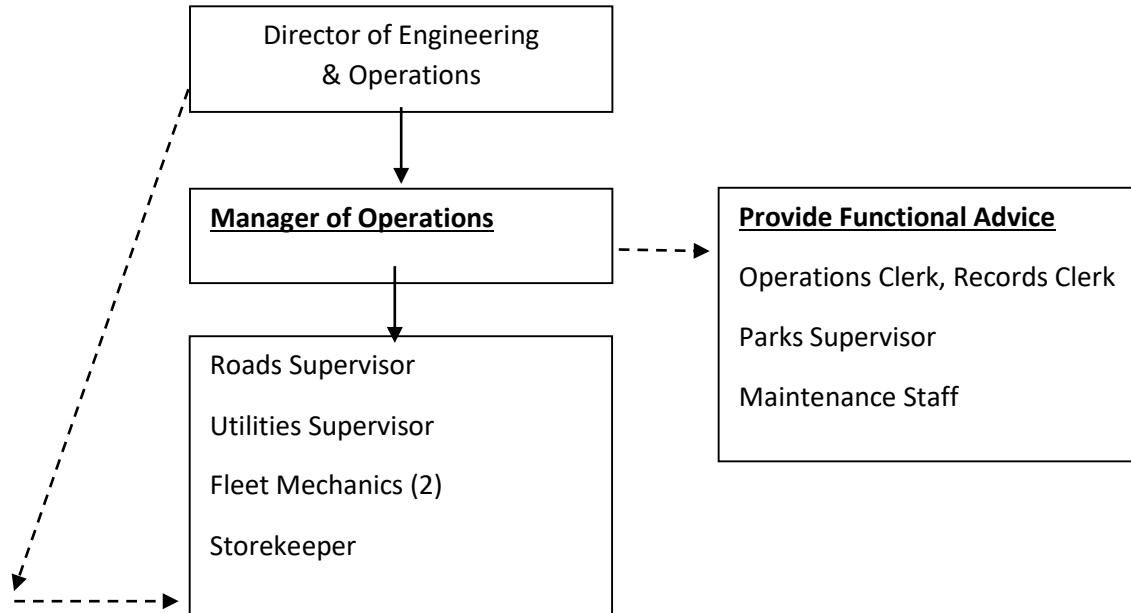
Position Classification

(Where this position fits)

Position Title: Manager of Operations	Division: Operations
Department: Engineering & Operations	Classification: Management
Positions Supervised Directly: Roads Supervisor Utilities Supervisor Fleet Mechanics (2) Storekeeper	Reports to (Direct): Director of Engineering & Operations
Effective Date:	Positions Supervised Indirectly: Crew Leaders: Roads, Utilities Staff: Roads, Utilities Seasonal & Summer students
Salary Grade:	Revision Date:
	Hours per Week: 40

Organizational Chart

List the reporting relationship of this position to others within the immediate department.



Once the job description has been completed, ensure the Director/CAO has reviewed the job description, discussed any points and/or comment that have arisen, and made changes accordingly.

Forward the final version, with all applicable signatures, to Human Resources.

Employee's Signature: _____

Date: _____

Director's Approval: _____

Date: _____

CAO's Approval: _____

Date: _____