

## DIRECTOR OF OPERATIONS

| Department                   | Operations                                                                                                                                                                                                                                                                                                                                                 | Reports To       | General Manager of Development Services |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------|
| <b>Directly Supervises</b>   | <ul style="list-style-type: none"> <li>Public Works Manager</li> <li>Water &amp; Environmental Manager</li> </ul>                                                                                                                                                                                                                                          |                  |                                         |
| <b>Indirectly Supervises</b> | <ul style="list-style-type: none"> <li>Mechanics</li> <li>Labourers</li> <li>Senior Water Treatment Plant Operator</li> <li>Water Treatment Plant Operator</li> <li>Environmental Coordinator</li> <li>Equipment Operator</li> <li>Welder</li> <li>Electrical/Instrumentation Technician</li> <li>Environmental Technician</li> <li>Storekeeper</li> </ul> |                  |                                         |
| <b>Hours of Work</b>         | 35 hours per week, Monday to Friday. Flexibility in scheduling is necessary as there may be the occasional requirement to change shifts, adjust work hours and attend functions outside of normal work hours.                                                                                                                                              |                  |                                         |
| <b>Overtime</b>              | This position is not eligible for overtime.                                                                                                                                                                                                                                                                                                                |                  |                                         |
| <b>Approval/Review Date</b>  | TBA                                                                                                                                                                                                                                                                                                                                                        | <b>Job Grade</b> | TBA                                     |

### Position Summary:

The Director of Operations oversees the daily overall functions of operations in the areas of roads, sewer, water & environment, and stores. This position is responsible to provide leadership, coordination, collaboration and direction to all areas of responsibility ensuring that services are delivered to senior management, employees, residents and stakeholders in a timely, accurate, effective and efficient manner.

### Key Duties Performed:

1. Supports the day to day operations of the department by supporting their direct report mid-managers in their roles.
2. Prepares complex and technical reports for Council that are easy for a non-technical person to read and understand.
3. In the event of an emergency, this position will be a key member of the Emergency Operations Centre (EOC).
4. May be selected to be a member of the Labour-Management Committee, Joint Job Evaluation Committee, or other Labour Relations activities.
5. Administers the Department in conformity with the strategic direction, corporate policy and relevant statutes, bylaws and resolutions. Ensures that policies and programs adopted by City Council and/or the CAO are communicated to managers and employees.
6. Responsible for direction and control related to the preparation of the annual capital, operating and staffing budgets for the Department; takes timely action to address budget, cost control and service

performance issues.

7. Provides information to Council, staff, media and the general public concerning existing and proposed policies, practices and programs of the City. Supports a high level of departmental and cross-departmental communication as well as maintains effective contact with City unions and external stakeholders. Ensures responsiveness to public inquiries and service demands.
8. Evaluates the effectiveness of department policies, programs and resources and established objectives.
9. Builds and maintains courteous and positive relationships with employees.
10. Meets regularly with General Manager of Development Services and department employees to keep abreast of operations, facilitate two-way information exchange and provide input for operational activities.
11. Liaises with provincial government, other municipalities, industry and the public regarding technical, financial and day-to-day matters.
12. Ensures that internal and external issues or opportunities are identified, addressed and monitored appropriately and positively.

**NOTE: The duties listed are not set forth for the purpose of limiting the assignment of work and are not to be construed as a complete list of the duties normally to be performed under a job title or those duties temporarily performed outside the normal line of work.**

**Required Knowledge, Abilities & Skills:**

1. A degree in Public Administration, Civil Engineering, or similar subject, or equivalent experience.
2. Minimum of five years of progressively responsible experience in a municipal setting.
3. Knowledge of the *Local Government Act*, *Community Charter*, *Water Sustainability Act*, *Drinking Water Protection Act*, and other relevant legislation and regulations.
4. Experience in infrastructure systems including roads, sanitary, water, drainage and related equipment as they relate to municipal operations.
5. Exceptional interpersonal, communication, presentation, facilitation, problem solving, decision making, leadership, and general management skills.
6. Ability to maintain strict confidentiality and a high level of trust and respect across the organization.
7. The ability to effectively lead, coach and motivated staff in a team setting.
8. Ability to deal effectively with representatives of government, business and development, the general public, City staff, and Council members.
9. Proficiency with the Microsoft Office suite.
10. Valid Class 5 BC Driver's licence.
11. Successful completion of a criminal record check.

**Desirable Knowledge, Abilities and Skills:**

1. Relevant occupational health and safety courses.
2. Willingness to participate in all future training opportunities.
3. Ability to develop and implement new work methods and procedures, identify problems, and develop alternate solutions and implement changes as required.
4. A working knowledge of relevant legislation.