

The Town of Parry Sound – Position Description

December 22, 2020

Position Title:

Manager of Operations

Reporting Relationship:

Reports to and works under the direction of the Director of Public Works.

Purpose of the Position:

To plan, organize, and manage the delivery of maintenance programs for the Municipal roadway network and related infrastructure. Areas of responsibility include maintenance and rehabilitation of roads, bridges, boulevards, sidewalks, curbs, storm water systems, utility cut restorations, and winter control services delivery.

Scope of the Position:

Manages the assigned systems and resources, including personnel, within policies, procedures and practices established by Council and directed by the Director of Public Works and ensures compliance with the operational guidelines/regulations and legislation as established by the Ministry of Environment, Ministry of Labour and all other Federal and Provincial Departments or Ministries.

Responsibilities:

1. Provide leadership and oversight of municipal road maintenance operations, which includes responding to emergencies.
2. Work with the Director of Public Works to establish annual departmental goals and objectives to support Councils strategic initiatives.
3. Provide visible and positive leadership to staff within the Department, establish objectives and evaluate performance, monitor results and provide coaching, training and developing opportunities as required.

4. Responsible for program and financial performance through effective planning, quality assurance, continuous improvement, monitoring, reporting, and health and safety management.
5. Monitor, identify, analyze, and recommend new and/or revised work methods to improve service delivery efficiencies.
6. Responsible for corporate fleet maintenance.
7. Work collaboratively with other departments to establish and update infrastructure maintenance standards and asset management systems, and develop complementary operations opportunities.
8. Ensure and report regularly on compliance with all industry-related legislation, including but not limited to the Provincial Minimum Maintenance Standard, Reg.230/02.
9. Provide a broad range of technical support and direction to operational staff, technical staff, and administrative staff.
10. Work with the Director of Public Works and assist with Capital and Operating budget formulation, monitoring and variance reporting.
11. Liaises with internal and external stakeholders to build positive working relationships and employ industry best practices to improve safety, efficiency, technology.
12. Responsible for department customer service, including investigating, documenting and resolving concerns and complaints or providing program information.
13. Administer the provisions of Collective Agreements in adherence with its articles, including intervention in all matters related to hiring, promotion, discipline and termination.
14. Provide leadership in developing standard operating procedures, policies, and best practices to achieve defined departmental strategies.
15. Provide input and prepare reports for Council.
16. Ensure compliance with the Ministry of Environment and Ministry of Transportation, Occupational Health and Safety Act, regulations.
17. Ensure compliance with all corporate Health and Safety policies and procedures, including the Occupational Health and Safety Act and its Regulations, and all other legislated and workplace regulatory programs and policies.

18. Performs such other duties as may reasonably be required within the general parameters of this job description, as requested by the Director of Public Works.

Working Relationships and Contacts:

1. With the Director of Public Works:

Receives leadership and direction and works cooperatively: plans, priorities and schedules, personnel matters and budget management; discusses road operations; develops continuous improvement and compliance plan and recommends operational changes in a positive team environment.

2. With Department Staff:

Provides leadership, direction, supervision, guidance and encouragement and works in a collaborative, pro-active team relationship.

3. With Other Staff:

Works in a spirit of cooperation and teamwork with other staff.

4. With External Contacts:

Provides factual information; receives input and advice.

5. With the Public:

Is courteous and aware of public safety at all times; exhibits a positive and helpful approach.

Education, Experience, Knowledge and Skill:

1. Minimum of five years' experience in municipal public works, with at least two years' experience in a supervisory or management position;
2. College diploma in Civil Engineering Technology or equivalent education and experience;
3. Certified Engineering Technologist (C.E.T.) professional designation is considered an asset;
4. Certified Road Supervisor (CRS-S) designation is considered an asset;

5. Comprehensive understanding and experience in municipal infrastructure maintenance, capital and operating budget processes, program performance management;
6. Considerable knowledge and experience in industry-related work processes; paving, concrete, infrastructure inspection, plowing and winter operations, route management;
7. Ability to represent the Corporation in claims and matters related to the legal responsibilities of the Department;
8. Computer skills and the ability to adapt to new technologies;
9. Ability to work competently in AVL, GPS, and Work Order System applications;
10. A team-oriented person with demonstrable leadership, change management and project management skills;
11. Possess excellent communication, organization and problem-solving skills;
12. Demonstrable commitment to continuous improvement and quality customer service;
13. Able to manage multiple and changing demands and priorities;
14. Displays a commitment to personal professional development.
15. Good analytical, organizational, and communication skills.
16. Must have a valid Class "G" Ontario Driver's Licence.

Impact of Error:

Errors could endanger employees and the public; create hazards for the public; cause equipment breakdown; have financial and legal implications for the Corporation including legislative and/or policy non-compliance; create poor public relations.

Physical Demands:

Approximately 40% of time spent sitting, either at computer, or in meetings. The remainder of time spent standing, walking, driving to work sites.

Occasionally required to lift or carry heavy objects for short periods of time

Sensory Demands:

Almost continuous requirement for short periods of mental concentration in conversations, listening, keyboarding. Occasionally periods of intermediate duration required.

Working Conditions:

Public profile that is subject to the stress of interruptions and peak periods; must be accessible to the public and other staff.

Work is subject to unusual and unscheduled hours, during all weather conditions.

Must be able to make timely decisions under pressure, while keeping the health and safety of staff and public a top priority.

Control:

General policy direction from Council; direct supervision from the Director of Public Works.