



JOB DESCRIPTION

Position Title

Operations Manager

Position #

TBD

Standard Hours

40 hours per week

Position Type

Exempt, management

NOC Code

0714

Immediate Supervisor

Director of Operations

Position #

TBD

Department

Operations

Location

Operations Building

Job Purpose

This position exists to support the Operations department by supervising the construction, maintenance, and operational activities of roads, utilities, buildings, parks and other assets of the District of Hope. Under the direct supervision of the Director of Operations, while working with a high degree of autonomy, the Operations Manager provides direct supervision to the crew which includes planning and scheduling work, monitoring, and providing day-to-day guidance.

Job Duties and Tasks

Employee Leadership, Supervision and Direction

- Oversee, guide, motivate, and mentor operations staff through effective recruitment and selection, employee engagement, performance management, employee training and development;
- Assign work to crews to maximize efficiency while complying with WorkSafeBC;

Administrative

- Respond to internal and external stakeholders through a variety of mediums including email, phone, and in-person;
- Timesheet management;
- Attendance management;
- Task tracking;
- Meeting attendance, including Council meetings, as required;
- Prepare correspondence including but not limited to:

Reviewed: September 2020

- Reports, technical and non-technical;
- Departmental work plans;
- Contracts;
- Quotes;
- Department policies and procedures.

Financial

- Manage the operations budget as appropriate to the purview of the position;
- Assist the Director of Operations with annual budget preparations for all related facilities and infrastructure including major maintenance and minor capital projects;
- Procure equipment and supplies within budgetary guidelines and spending limits;
- Obtain quotations and selecting appropriate contractors;
- Invoice approvals;

Operational

- Prioritize projects and workload of self and crew;
- Inspect and monitor new development sites for quality control in accordance with municipal bylaws and regulations;
- Optimize work through implementing new technologies and best practices to increase operational efficiencies;
- Record and organize inspections, repairs, maintenance and benchmarking data;
- Recommend, select, and supervise contractors when contract work is required;
- Track and ensure 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 completion.

Safety

- Ensure safety and risk management policies, procedures, legislation and regulations are adhered to by all employees and contractors;
- Act as a positive role model by following all internal policies and procedures, as well as complying with external legislation and regulations as they pertain to safety;
- Administer the District of Hope's safety program by:
 - Ensuring safety training and documentation are completed in accordance with the program; and
 - Incidents are reported and investigated in accordance with the program.
- Debrief with crews when incidents occur and discuss preventative measures.

Other

- Act as the Director of Operations, in their absence;
- All other duties, as assigned.

Working Conditions

Physical

- Works in all weather conditions and temperatures including extreme cold and extreme heat;
- May be required to lift in excess of 50 pounds (lbs);
- Periods of prolonged sitting;
- Periods of prolonged standing;
- Periods of prolonged walking.

Psychological

- Periods of high pressure and stress;
- Dealing with confrontation;
- Direct interaction with the public.

Qualifications

Education

- Completion of grade 12 or equivalent;
- Completion of post-secondary education in construction, civil engineering, or another related program;
- Certification in Civil Engineering Technology or Public Works Supervision, an asset;
- Training or education in administrative management, project management, or leadership, an asset.

Licenses and Certifications

- Possession of a valid class 5 driver's license;
- An acceptable driver's abstract.

Experience

- 5 years' experience supervising within a Public Works environment;
- Experience working in a municipality, preferred;
- Significant experience with municipal infrastructure, maintenance, and construction, preferred;
- Experience supervising in a unionized environment, an asset.

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.
- Of the safe operations of tools and equipment;
- Of safe work practices and procedures including the Occupational Health & Safety regulation as it relates to the workplace, the department, and to the position;
- Of diffusing difficult situations;

Skills

- Exceptional leadership and supervisory skills;
- Effective written and oral communication;
- Using sound judgement;
- Using Microsoft Office suite of products including Outlook, Word, and Excel;
- Problem-solving while under pressure.

Abilities

- Ability to create and develop systems and programs that support the effectiveness and efficiency of the Operations Department;
- Ability to prioritize and re-prioritize effectively;
- Ability to work with minimal supervision;
- Ability to build and maintain positive working relationships with internal and external stakeholders;
- Ability to manage situations with a high degree of tact, discretion, and confidentiality.

Training Requirements

Required

- Workplace Violence Prevention;
- Workplace Hazardous Materials Information System (WHMIS).

Preferred

- Associate Certificate in Public Works Supervision
- Supervisors Safety Certificate;
- Certificate in Local Government Administration.

Please note: Training may be conducted through external or internal means.

Job Description Qualification Statement

I have read this job description and can attest that I agree that I am capable and competent to undertake the duties and responsibilities as outlined above. I understand this position description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. This position description is intended to convey information essential to understanding the scope, the general nature and level of work expected to be performed.

Employee Name	Signature	Date
---------------	-----------	------

This job description is an accurate statement of the positions assigned duties, responsibilities, and reporting relationships.

Supervisor Name	Signature	Date
-----------------	-----------	------

This job is in the appropriate format and contains sufficient data for the evaluation of the employee's performance as per the District of Hope's performance management plan.

Manager of HR & OHS	Signature	Date
---------------------	-----------	------

This job description is an accurate statement of the positions assigned duties, responsibilities, and reporting relationships, is in the appropriate format and contains sufficient data for the evaluation of the employee's performance as per the District of Hope's performance management plan.

CAO	Signature	Date
-----	-----------	------