



Operations Manager Job Description (Exempt Position)

OVERALL RESPONSIBILITY:

The Operations Manager is responsible for managing and maintaining City infrastructure; the supervision, coordination, and ongoing management of Public Works operations; and providing technical assistance to the Public Works department. Areas of work include the maintenance of roads and signage; solid waste collection, diversion and disposal; building and fleet maintenance; parks operations; and the construction and maintenance of related capital projects assigned by the Director of Public Works and Engineering.

This position reports directly to the Director of Public Works and Engineering. The Operations Manager works closely with the Utilities Manager at the Public Works Yard for collaborative support and backup coverage across all Public Works functions.

KEY AREAS OF RESPONSIBILITY:

- Management of Public Works operations, and the regular supervision, work assignments, and personnel management for the Public Works crews including hiring, training, and performance management.
- Responsible for the safety culture and safe work performance of Public Works operations staff, and their compliance with WorkSafeBC codes and regulations.
- Ensure that all matters are conducted in accordance with the *Local Government Act*, *Community Charter*, Provincial and Federal legislation and the bylaws and policies of the City of Duncan.
- Research and development of operational work strategies and work management plans with regular updates and reporting.
- Prepare and approve Purchase Orders and invoices for Public Works operations, including reporting as required.
- Prepare, schedule, review, verify, and approve timesheets and time off requests for employees.
- Develop and maintain detailed training plans for Public Works employees, including scheduling upcoming training, tracking completed training, and coordinating certifications training requirements and their deadlines.
- Responsible for yard and building maintenance at Public Works. Will liaise with the Manager, Building and Bylaw Services on projects at other City buildings as needed.
- Research for and preparation of reports regarding City operational issues and long range operational strategic planning.
- Assistance with preparation of the annual operating and capital budgets for the department.

- Ensure Public Works operations expenditures are within individual annual budgets.
- Assist with the development of the long-term capital plan.
- Assist with Public Works operations capital expenditures, capital maintenance and improvements from budget preparation through tendering, project oversight and completion.
- Foster a positive, collaborative, and respectful working environment and build and maintain positive relationships with the Union and community stakeholders.
- Provide and ensure orientations for new Public Works operations employees are completed immediately upon the start of their employment and within the timelines set out in the Occupational Health & Safety Policy.
- Communicate with the Director both verbally and through detailed written reports on matters concerning Operations department functions.
- Attend Council and Committee meetings as required.
- Provide backup relief and coverage for the Utilities Manager on a regular basis. May act in the capacity of the Director in the Director's absence.
- Ability to exercise considerable independent judgement in the role.
- Liaise with other City departments, government agencies, consultants, contractors, local business community, and the general public to resolve problems and complaints, monitor results, and undertake research.
- Recommend improvements and assist in the development and implementation of bylaws, policies, directives, procedures, and standards pertaining to Public Works operations.
- Responsible for receiving weekday after-hours emergency calls (standby duty), except during vacation or as otherwise arranged with the Utilities Manager.
- Other related duties.

REQUIRED QUALIFICATIONS/ABILITIES:

- Five years' experience working in an active supervisory role in local government in Operations, supported by related training in human resource management, project management, risk management, policy development and WorkSafeBC regulations.
- Experience supervising personnel within a unionized environment.
- Post-secondary diploma in a field related to the disciplines of Public Works, plus three years prior job-related experience or a combination of training and experience in civil construction works, would be an asset.
- Experience working with multiple Public Works functions, including roads, drainage, parks, solid waste collection, building maintenance, dikes, and improving service delivery.
- Ability to manage and respond to inquiries and complaints from residents and businesses in a timely manner.
- Ability to successfully deal with multiple priorities and adapt within a dynamic environment.
- Ability to manage complex projects and employees' performance.
- Ability to build positive relationships with people inside and outside the organization.
- Demonstrate flexibility and employ a positive attitude.
- Strong management, motivational, and communications skills.
- Ability to perform all duties under minimal supervision when necessary.
- Ability to prepare written reports and tenders, etc.
- Excellent computer skills including word processing, spreadsheets, cost control, and scheduling.

- Experience in work management systems would be an asset.
- Possession and maintenance of a valid BC Driver's Licence (Class 5); a satisfactory current Driver's Abstract will be required.

This is a general description of the principal functions of this job and is not a detailed description of all job duties.