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## **Operations Manager Job Description (Exempt Position)**

### **OVERALL RESPONSIBILITY:**

The Operations Manager is responsible for providing operations management, regular supervision, ongoing oversight, and technical assistance to the Public Works department for the delivery of potable water, the collection of sanitary sewage, the maintenance of roads and drainage facilities, the management of solid waste including collection, diversion and disposal, building and fleet maintenance, parks and recreation operations, and the construction and maintenance of dikes and any capital work assigned by the Director of Public Works and Engineering.

This position reports directly to the Director of Public Works and Engineering while overseeing the Public Works crew and their daily activities.

### **KEY AREAS OF RESPONSIBILITY:**

- Management of City 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 crews, 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 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.
- Coordinate and establish training and development requirements for all Public Works staff.
- Develop and maintain a detailed training plan listing for all Public Works employees, including upcoming training, completed training and any certifications training requirements and their deadlines.
- Assist with the development of work policies and procedures.
- Responsible for yard and building maintenance at Public Works. Will liaise with the Manager, Building and Bylaw 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 Operations department expenditures are within individual annual budgets.

- Assist with the development of the long-term capital plan.
- Assist with Operations department 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 all orientation for new Public Works employees is completed immediately upon the start of their employment and within the timelines set out in OH&S Policy.
- Communicate with the Director both orally and through detailed written reports on matters concerning Operations department functions.
- Attend Council and Committee meetings as required.
- May act in the capacity of the Director in their 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 other approved arrangements.
- Other related duties.

**REQUIRED QUALIFICATIONS/ABILITIES:**

- Five years' experience working in an active supervisory role in Municipal Government in Operations or Engineering, supported by related training in human resource management, project management, risk management, policy development and WorkSafeBC regulations.
- Experience supervising personnel within a unionized environment.
- Experience working with multiple Public Works functions, including roads, drainage, wastewater collection, water supply and distribution, parks, solid waste collection, landfill operations, dikes, and improving service delivery.
- 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 "Can Do" attitude.
- Strong management, motivational, and communications skills.
- Ability to perform all duties under minimal supervision when necessary.
- Excellent computer skills including word processing, spreadsheets, cost control and scheduling.
- Experience in SCADA systems and work management systems would be an asset.
- Possession and maintenance of a valid BC Driver's License (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.