



Utilities Manager Job Description (Exempt Position)

OVERALL RESPONSIBILITY:

The Utilities Manager is responsible for managing and maintaining City utilities infrastructure; the supervision, coordination, and ongoing management of Utilities operations; and providing technical assistance to the Public Works department. Areas of work include operations and maintenance for water supply and distribution, sanitary sewer collection and conveyance, and storm infrastructure, 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 Utilities Manager works closely with the Operations Manager at the Public Works Yard for collaborative support and backup coverage across all Public Works functions.

KEY AREAS OF RESPONSIBILITY:

- Management of Utilities operations, and the regular supervision, work assignments, and personnel management for the Utilities crews including hiring, training, and performance management.
- Responsible for the safety culture and safe work performance of Utilities 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 Utilities operations, including reporting as required.
- Prepare, schedule, review, verify, and approve timesheets and time off requests for Utilities employees.
- Develop and maintain detailed training plans for Utilities employees, including scheduling upcoming training, tracking completed training, and coordinating certifications training requirements and their deadlines.

- Research for and preparation of reports regarding Utilities operations and maintenance issues and long range operational and capital strategic planning.
- Assistance with preparation of the annual operating and capital budgets for the department.
- Ensure Utilities operations expenditures are within individual annual budgets.
- Assist with the development of the long-term capital plan.
- Assist with Utilities 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 Utilities 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 Utilities department functions.
- Attend Council and Committee meetings as required.
- Provide backup relief and coverage for the Operations 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 Utilities operations.
- Responsible for receiving weekday after-hours emergency calls (standby duty), except during vacation or as otherwise arranged with the Operations Manager.
- Other related duties.

REQUIRED QUALIFICATIONS/ABILITIES:

- Five years' experience working in an active supervisory role in local government in Utilities, 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 Utilities, 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 Utilities functions, including water, sanitary sewer and storm infrastructure 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.

June 2025