



POSITION DESCRIPTION

POSITION TITLE: MANAGER OF MAINTENANCE AND OPERATIONS

EXEMPT (Y/N):	Yes	DEPARTMENT:	Engineering and Infrastructure Services
REPORTS TO:	DEIS	INCUMBENT:	Vacant
APPROVED BY:	E. Machado, CAO	DATE:	October 1, 2017

POSITION SUMMARY: Reporting to the Director of Engineering and Infrastructure Services (DEIS) the Manager of Maintenance and Operations is responsible for oversight of the planning, development, operation, maintenance and continuous improvement of the Town's parks and public works assets.

Positions reporting to this position: 2 FTEs

Direct	Director of Parks & Community Services Director of Public Works
Indirect	16

KEY RESPONSIBILITIES *include the following:*

1. Assisting with planning, developing and implementing policies and regulations.
2. Provides oversight of the, maintenance and overall operation of Town infrastructure, buildings, and land.
3. Provides oversight of the execution of capital improvements.
4. Researches, prepares, and submits reports to the DEIS and Council
5. Makes recommendations to the DEIS for the implementation or revision of bylaws and policies.
6. Oversees safe, efficient and effective operation and service delivery and ensures compliance with applicable bylaws and regulations and other enactments respecting public and employee safety and the environment.
7. Aids in the development of strategic and corporate goals and objectives; provides support in the development of budgets for the department and for other designated functions for consideration by Council.
8. Manages direct report staff, such responsibilities to include: planning, assigning and reviewing the work performed, staffing, and conflict resolution. Manages performance of staff in accordance with the Town's performance management program.
9. Overseeing the management of indirect report staff, such responsibilities to include: planning, assigning and reviewing the work performed, administering the collective agreement, staffing, and conflict resolution. Manages performance of staff in accordance with the Town's performance management program.

TYPICAL ACTIVITIES *include the following, other activities may be assigned:*

1. Aids in planning, organization, direction and makes recommendations to maintenance and operations of public works and parks and community services functions.
2. Provides oversight to the administration and control of the approved operating and maintenance budgets for the department.
3. Manages capital projects for infrastructure, facility, and equipment renovation, replacement or upgrades; prepares estimates and tender documents for those projects and acts as project manager.
4. Reviews and provides input into the infrastructure components of all development applications.
5. Participates in risk assessments of public infrastructure and facilities and ensures that measures are taken to effectively minimize and manage hazards to staff, the public and environment.
6. Monitors maintenance and operations to ensure compliance with all provincial and federal regulations, standards and permits.
7. Manages direct report staff by scheduling and assigning work priorities to ensure deadlines are met; determining orientation and training needs, evaluating performance and addressing performance deficiencies; providing coaching and support to staff in their various roles; assigning overtime and authorizing leave requests as appropriate in accordance with operational requirements.
8. Oversees direct report staff in scheduling and assigning work priorities for indirect report staff to ensure deadlines are met; determining orientation and training needs, evaluating performance and addressing performance deficiencies; providing coaching and support to staff in their various roles; assigning overtime and authorizing leave requests as appropriate in accordance with operational requirements and collective agreement. Within budgeted limits, ensures the appropriate staffing levels for public works and parks functions. Conducts interviews for new staff and recommends in hiring decisions on indirect report staff; and is responsible for staff discipline of indirect staff.
9. Oversees construction and maintenance operations to ensure they are carried out with regularity and of such standard as is required in the public interest and with due regard to economy, efficiency and in accordance with safety standards and regulations
10. Maintains current knowledge of the Workers Compensation Act and OHS Regulations applicable to the work being supervised; to comply with and promote safe work practices and procedures in order to create a safe and healthy work environment.
11. Advises on the establishment and administration of departmental policy and procedures.
12. Aids in the research, preparation and submission of reports to the DEIS, CAO, and Council as required, including recommendations for new and/or revisions of existing policies and bylaws pertaining to the department.
13. Ensures that enquiries and complaints regarding departmental policies and activities are handled promptly and effectively and with the upmost client service in mind.
14. Represents the Town on committees, commissions, and coast wide initiatives as assigned.

15. Provides oversight to the department's input to the Annual Report.
16. Participates on internal committees such as Health & Safety, Labour Management, Collective Bargaining and others as assigned by the DEIS.
17. Perform other related duties as assigned by the Director of Engineering and Infrastructure Services.

REQUIRED QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required.*

1. FORMAL EDUCATION AND TRAINING

- Grade 12 or equivalent
- Completion of a diploma from an accredited post-secondary institution specializing in an engineering, technology, planning or a related area of study
- Additional relevant technical training such as Water, Wastewater Collection and Wastewater Treatment an asset

2. EXPERIENCE

- Minimum of five (5) years' progressively responsible public works, operations, maintenance or engineering experience, including three (3) years in a leadership capacity in a local government organization
- Experience in the direct supervision of staff including planning/assigning work and coaching and performance monitoring and feedback
- Experience in preparing and managing capital budget
- Experience in consulting with the public and working with elected officials

3. OTHER KNOWLEDGE/SKILLS/ABILITIES

- Demonstrated project management, tendering and contract management skills
- Thorough knowledge of the bylaws, policies, standards and other enactments to ensure safe, efficient and effective operation and service delivery in public spaces
- Ability to manage public property utilizing sensible or established environmental practises
- Ability to prepare, analyse and maintain estimates, detail drawings, specifications, records and reports
- Working knowledge of health and environmental regulations pertaining to water supply, waste disposal systems, storm water management and occupational health and safety regulations and practices
- Clear understanding of full life-cycle costing and an ability to apply sound asset management principles.
- Ability to recognize opportunities for cost saving measures, innovation, and efficiencies consistent with Town policies, bylaws and strategic plans.

- Ability to understand political issues and exercise sound judgement in dealing with ramifications of decisions
- Excellent verbal, written communication, coaching/influencing, critical thinking, and presentation skills
- Ability to prepare reports of a technical and administrative nature and to initiate, develop and maintain a wide variety of reports, records and statistical data
- Ability to prioritize and organize a heavy workload and product work to established deadlines
- Ability to establish and maintain an excellent and effective working relationship with colleagues, staff, bargaining agents, council and its committees, external agencies/government offices, contractors, consultants and members of the public including special interest groups and volunteers and other stakeholders
- Strong computer skills and good knowledge of Microsoft Office software particularly Word and Excel, familiarity with Supervisory Control and Data Acquisition System (SCADA)

ADDITIONAL INFORMATION

- Flexible hours required for attending Council meetings and public hearings on a regular basis
- Must be available to respond to system alarms and emergencies during and outside of regular office hours
- Satisfactory results from current RCMP criminal records check
- Required to maintain a valid Class 5 BC driver's licence
- Commitment to continuous learning by maintaining professional and technical knowledge through attendance of professional workshops, reviewing professional publications and establishing personal networks