



JOB DESCRIPTION

Job Title: **Director of Operations**
Direct Supervisor: Chief Administrative Officer
Hours: Full-time (as per Employment Agreement)
File Reference: 07-2560-02

Affiliation: EXEMPT
Salary: \$136,292/Yr
Date Approved: November 28, 2019

Position Summary

Reporting to the Chief Administrative Officer (CAO), the Director of Operations is accountable for the provision of effective leadership, advice and support on engineering, parks and environmental services, GIS (Geographic Information Services), asset management, and wastewater related matters. The Director is responsible for overseeing the overall maintenance operations, planning and design of construction activities associated with municipal infrastructure and related programs. The Director of Operations participates in public and technical meetings and represents the Operations Department at both Council and regional meetings, as required.

The Director of Operations is a position that requires a sound understanding of operational requirements in a municipal setting and must have the ability to think innovatively, to work in a politically sensitive environment and have a proven ability to train and mentor.

Nature & Scope of Work

1. Provides effective leadership, advice, mentoring and support to all Operations staff, including Engineering, Parks and Environmental Services, GIS (Geographic Information Services), Asset Management, and Wastewater.
2. Assigns, coordinates, reviews and oversees the work carried out by staff and ensures work is completed to District standards, within budget and on schedule.
3. Responsible for overseeing the overall maintenance, operations, planning, design and construction of Municipal Capital projects and reviews and approves off-site servicing requirements of development projects.
4. Liaises with other departments to ensure a coordinated delivery of essential District services.
5. Liaises with community stakeholders, developers, utility companies, senior and local governments, and attends meetings as required.
6. Manages the development of, and ensures that department-related District policies, procedures and programs, are conducted and carried out within Council's vision for the community and departmental goals and objectives.
7. Manages the development of methods, standards, scheduling and reporting to ensure effective delivery of the District Operations Department.
8. Manages the provision and renewal of the road maintenance contract.
9. Manages and participates in Operations Department recruitment, evaluation, and performance management.
10. Communicates with team members and others to ensure team cohesion and project success.
11. Ensures safety procedures and standards are adhered to by all departmental staff.
12. Performs field inspections of Civil and Environmental works that pertain to Capital and Development projects.
13. Prepares the 5-year capital plan and the 5-year budget for the District's Operations Department to ensure strategic goals can be met.
14. Manages the operating and Capital programs, prepares funding and grant applications for the Operations Department.
15. Prepares the terms of reference for departmental studies and designs, RFP's, RFQ's, and evaluates and awards assignments in accordance with District's Purchasing Policy.
16. Prepares and manages contract documents, including tender forms, specifications and conditions of contract.
17. Attends Council and Committee of the Whole meetings to advise Council, CAO, and the attending public on departmental issues, as required.
18. Manages a variety of tasks and contracts related to municipal property, including construction, operation and maintenance, sewer and storm drainage systems, road and sidewalk network, public parks and recreation areas and municipal buildings.

19. Prepares and maintains District of Sooke infrastructure plans based on best practices in asset management.
20. Liaises and consults with professional consultants and other agencies and evaluates technical and environmental impacts of developments and infrastructure projects, ensuring compliance with relevant legislation, bylaws, District policies and procedures.
21. Performs other related work as required.

Knowledge, Abilities & Skill Requirements

1. Ability to function efficiently to establish and maintain effective working relationships with municipal officials and other employees, and to meet and successfully serve the public on a continuing basis.
2. Ability to maintain confidentiality of matters as required.
3. Demonstrated leadership, management, collaboration skills and conflict resolution skills.
4. Proven ability in developing, mentoring and ensuring the effectiveness of staff.
5. Proven experience in municipal projects, site storm and sanitary sewer design, drainage analysis, roadway design and contract administration.
6. Demonstrated knowledge of the principles and practices of civil engineering as applicable to the design, construction, and maintenance of local government development projects and services.
7. Proven experience in large and complex development projects that involve Engineering, Parks and Environmental Services, and Wastewater functions working together in projects that is developed with the best interests of present and future citizens; and that balances social, economic, and environmental priorities.
8. Demonstrated knowledge of WorkSafeBC regulations and relevant Occupational Health and Safety practices and experience in ensuring safe construction projects.
9. Ability to work well under pressure and to a deadline.
10. Thorough knowledge of business English.
11. Familiarity and proficiency with Microsoft Office, GIS and asset management.
12. Working knowledge of GIS and Asset Management would be considered an asset.
13. Working knowledge of adopted District document management practices.
14. Working knowledge of the operations and functions of other District departments.
15. Working knowledge of related municipal legislation, i.e. *Local Government Act*, *Community Charter*, *Master Municipal Construction Documents* (MMCD).
16. Demonstrated ability in asset management, budgeting preparation and management, estimating and costing procedures.
17. Possesses excellent interpersonal and communication skills and the ability to deal with people in a professional manner, especially in challenging circumstances.
18. Possesses strong written and verbal communication skills.
19. Ability to effectively read and interpret information, present numerical data in a resourceful manner, and skillfully gather and analyze information.
20. Possesses excellent organizational skills and teambuilding skills.
21. Demonstrate proficiency in the core competencies of:
 - a) Adaptability: Willingness to be flexible in a changing environment
 - b) Relationship Building: Establishes and maintains respectful and cooperative working relationships
 - c) Effective Communication: Communicates effectively with others
 - d) Problem Solving: Recognizes and acts to resolve problems
 - e) Organization: Organizes work so that others will understand it, in order to achieve District goals
 - f) Customer Focus: Provides excellent service to both internal and external customers

Training & Experience Requirements

1. A minimum ASCT designation. A Professional Engineer (P.Eng.) designation would be considered an asset, or a combination of education and experience or equivalent.
 2. Project Management Professional Certification (PMP) would be considered an asset.
 3. Minimum five (5) years of progressive responsibility working in a local government environment or engineering firm with development management focus and infrastructure experience.
 4. Minimum of five (5) years of management experience in a multi-disciplined municipal atmosphere.
 5. Proven experience in planning and managing municipal infrastructure and preparing tenders, RFPs, RFQs, and the tendering process.
 6. Experience developing and administering development cost charge bylaws would be considered an asset.
 7. Valid Class 5 BC Driver's License and satisfactory Criminal Record Check.
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The previous statements reflect the general duties considered necessary to describe the principle functions of the job identified and shall not be construed as a detailed description of all work requirements that are inherent in the job.

APPROVED BY:

Norm McInnis
Chief Administrative Officer

Date