

**POSITION:** Manager of Operations

**DEPARTMENT:** Engineering & Public Works

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**SUMMARY:**

Under the direction of the Chief Administrative Officer, the Manager of Operations is responsible for the day-to-day management and administration of the City's operation divisions, personnel, equipment, contract services, budgeting and long range planning, necessary to the following City of Rossland City Operations; roads, streets, sidewalks, and pedestrian walkways; parks, playgrounds, play fields, waterways, and cemeteries; utility maintenance, and facility maintenance.

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**DUTIES AND RESPONSIBILITIES:**

- As may be directed, on an interim basis, the Operations Manager will direct or assume the duties of the City Engineer (internal/external).
- Identification, planning and tracking of all operational, maintenance, and capital works performed or required for all of the City's roads, streets, sidewalks, parks, waterways, and cemeteries.
- Create, develop, review and implement relevant City operational policies.
- Using tact, good judgement and initiative when dealing with interpersonal matters and public relations to ensure that a positive approach is used by Operations staff in providing effective and efficient customer service.
- Establish performance standards and maintenance inspection schedules to be met by employees and contract personnel.
- Assign work, supervise, and monitor the performance of contract and in-house personnel.
- Conduct employee performance reviews and ensure that performance reviews are conducted by supervisory staff.
- As required, assist with labour relations disputes (i.e. process grievances at Step 1 of the grievance procedure and attend all future related meetings and hearings when/where required), and participate with management during Collective Agreement negotiations.
- Conduct and document regular meetings with Operations staff and external contractors (when applicable) to discuss matters of general interest and concern such as policies, procedures, safety and training.
- Prepare and update budget submissions for proposed annual operation and maintenance activities, and projects/ acquisitions proposed for inclusion in the City's 5 Year Financial Plan.
- Research and prepare detailed administrative and technical reports on work issues and procedures.
- Monitor existing and develop new Position Descriptions to reflect changing work practices and desired or required training and credentials.
- Prepare documents, letters and related correspondence to maintain effective working relationships with developers, contractors, consultants, the general public and City staff.
- Continually research, develop, implement and update Operations practices and procedures

to improve employee safety, efficiency and productivity.

- Control of budget expenditures, seeking advice from senior staff as appropriate, approval of invoices which directly relate to Operations ensuring pre authorized spending limits are followed; approve purchase orders in accordance with City Purchasing Policy.
- Prepare documentation to support recruitment, selection/hire, discipline, lay-off, and termination of employees with Operations.
- Assist other City departments with the recruitment of new employees.
- In consultation with the City Engineer (internal/external), research, develop, implement and monitor asset protection and replacement strategies for roads, sidewalks, parks, waterways, utilities, fleet and facilities.
- In consultation with other City departments, develop, implement and monitor computer-based work order, inventory, maintenance management and cost tracking programs for roads, sidewalks, waterways, parks, utilities, cemetery operations, fleet and facilities.
- In consultation with the City Engineering, prepare and/or supervise the preparation of plans and cost estimates for construction or modification of roads, sidewalks, parks and utilities.
- Coordination and/or construction management of in-house and third party contracted projects and initiatives.
- Review construction plans submitted by utility companies, developers, consulting firms and residents proposing the construction or modification of works that may affect City assets
- Provide or coordinate construction inspection services for City capital projects and work affecting City assets.
- On-going development, updating and monitoring of a detailed Snow & Ice Control Plan.
- In consultation with individual employees, identify relevant job-related training and prepare, implement and monitor training programs to continually improve employee skills, productivity, and safe work practices.
- Research, develop, deliver or coordinate internal and external employee training and where mutual benefits may exist, coordinate with the assistance of the Deputy Corporate Officer such training with other City departments, area school district and other local governments.
- Research, develop and recommend health and safety policies and procedures to ensure on-going compliance with applicable legislation, regulations and work requirements. Arranges for and Chairs the Occupational Health and Safety meetings.
- Ensure Operations personnel adherence to all applicable workplace safety legislation, regulations, and practices.
- Initiate and participate in regular workplace inspections, monitor and ensure observance of safe work practices, and direct employees in hazard avoidance and corrective action.
- Investigate, document and follow up on all subordinates involved in an accident, i.e. City Accident Report, WorkSafe/WCB, WHIMIS training reports and related insurance reports and liaise with other department personnel as required.
- Attend department, inter departmental, management group, external stakeholder and other meetings as required.
- Is responsible for the general management all City leased and/or owned gravel mines.
- Is responsible for overall fleet management.
- Is responsible for managing the development of general policies and procedures relating to the City's Engineering and Public Works Division.

- Is responsible for the general management of all City dams and reservoirs.
- Is responsible to ensure risk management is applied and adhered to throughout the City's Engineering and Public Works Division.
- Complete activities related to ongoing development and maintenance of the City's Asset Investment Improvement Plan and/or other general asset management projects and initiatives.
- Respond to emergency call outs and/or extraneous events after normal working hours.
- All persons employed with the City of Rossland will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.
- Liaise with and coordinate Operations assistance to Emergency Services as required
- Attend City Council Meetings when/where required.
- Other related duties as /when required.

The above statements are a general description of the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

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**SUPERVISION RECEIVED AND EXERCISED:**

<b>Immediate Supervisor:</b>	Chief Administrative Officer
<b>Positions directly supervised by this position:</b>	Public Works Foreman Public Works Clerk Public Works Employees / Operations Crew Seasonal and Student Public Works Employees Arena and other City Facilities Employees

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**EDUCATION, KNOWLEDGE AND SKILLS:**

**ESSENTIAL:**

<b>Education:</b>	Grade 12 Diploma or GED. Degree/Diploma from a recognized technical institute in Civil / Environmental Engineering, project management or an equivalent combination of education and experience.
<b>Experience:</b>	Ten years progressive responsibility in a local government or Municipal Operations setting. Five years in a senior supervisory capacity directing personnel involved in delivery of local government / municipal operations.
<b>Licences/Certificates</b>	Valid Class 3 BC Driver's Licence with air endorsement. Registration or eligible for registration with either the Association of Professional Engineers and Geoscientists (APEG) or Applied Science Technologists & Technicians of British Columbia (ASTTBC) as a Technologist.
<b>Specific Skills</b>	Excellent public relations skills, tact and judgement. Excellent interpersonal skills.

Excellent research and report writing skills.  
Provable experience with budget development and control.

**Special requirements:**

Working knowledge of municipal processes and legislation.  
Excellent computer skills with experience in word processing, spreadsheets, email, and general web-based applications.  
Excellent knowledge of all workplace occupational health and safety legislation, regulations and practices relevant to City Operations.

**DESIRABLE:**

**Education:**

Local Government Management Association (LGMA) courses.  
Public Works Association of British Columbia (PWABC) courses.  
Training - Management in/with a unionized workforce.  
Training - *Community Charter* and *Local Government Act*.  
Training - Technical report writing and research.

**Experience:**

Construction of municipal roads, water treatment and distribution systems, storm collection systems, sanitary sewer collection systems mains, municipal utility services, parks and playing fields turf management, general facility maintenance (i.e. arena and community facilities), and Asset Management.

**Licences/Certificates:**

**Specific Skills**

Experience in operation and maintenance of heavy equipment.  
Experience with SCADA software.  
Experience with Maintenance Management Software.  
Experience in Human Resources, Managing People and Advanced Communication skills.

**Special requirements:**

Volunteer involvement in industry related organizations.  
Past experience in dealing with external agencies, groups, contractors, companies and organizations.  
Respond to emergency call outs and/or extraneous events after normal working hours.

**Normal Hours of Work:**

Monday to Friday, 7:00am – 3:00pm (35 hours)

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**JOB DESCRIPTION APPROVAL AND DESIGNATION**

- Full-Time:   
Part-Time:   
Permanent:   
Temporary:   
Casual:

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Signature  
Department Head:

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Signature  
Chief Administrative Officer: