



Job Title:	Manager, Operations
Department:	Infrastructure Services
Date Completed:	February 2020
Date Updated:	February 2020
Reports to:	Director, Infrastructure Services
Employee Group:	Non-Union Group
Salary Grade:	Sr. Management Grade 5
Position #:	0088

Position Summary:

The Manager, Operations is responsible for managing the Operations Division of the Infrastructure Services Department and reports to the Director, Infrastructure Services. The key areas of responsibility include road and bridge operations, maintenance and construction, fleet management and winter control operations including the purchasing and maintenance of the related supplies, equipment, facilities and fleet. The Manager plans, co-ordinates, delivers and monitors work activities while ensuring related business, administrative, supervisory and safety objectives are achieved. This position is required to be 'on-call' and work some extended hours.

Responsibilities:

Road Construction, Maintenance & Winter Control Operations - 40%

- Working collaboratively with the Operations Supervisors, is accountable for the completion of maintenance, operations, construction work plans and activities completed by staff related to the County road asset network (e.g. roads, bridges, drainage, storm water systems, etc.);
- Delivers operations, maintenance and construction activities in a safe, efficient and cost effective manner;
- Reviews, adjusts and approves weekly work plans developed by the Operations Supervisors, including labour, equipment and material requirements;
- Coordinates the development, implementation and assignment of all winter control activities including allocation and approval of labour, equipment and material;
- Ensures all staff and contracted services adhere to safe work practices prescribed by Provincial legislation and County of Peterborough policy;
- In co-ordination with the Supervisor of Facilities and Maintenance, schedules and coordinates repairs and routine maintenance of Operations buildings, which includes garages, salt sheds and sand domes;
- Facilitates the activities of contracted services to ensure that work adheres County specifications and standards (e.g. winter control contractors, street sweepers, etc.);
- Provides technical and functional guidance to staff and contracted services as required.

Administrative Responsibilities - 20%

- Accountable for all aspects of the County Infrastructure Services Department Operations Division budget;
- Approves payment of all materials/services (e.g. gravel, culverts, equipment rentals) purchased by the Operations Division in accordance with the County Purchasing Policy;
- Assists the Manager of Engineering and Design in establishing prioritization and justification of capital projects proposals, reviewing proposed construction designs from an operational perspective, and the coordination of Operations Division resources during construction projects, as required;
- Co-ordinates and approves Operations Division payroll submissions;
- Provides support for the collection of loss claim evidence and represents County interests at meetings related to liability claims, discovery examinations and settlement mediations;
- Prepares reports, develop recommendations for consideration, and presents reports to Council as required;
- Develops and co-ordinates training requirements of Operations staff;
- Provides over-all supervision for Operations staff which includes hiring, appraisal, discipline and replacement of personnel;
- Provides direct supervision for Operations supervisory staff and administrative support staff;
- Working collaboratively with Human Resources, responds to employee and union concerns, attempts to resolve issues and participates in labour processes such as grievances or collective bargaining.

Roads Patrol & Evaluation - 15%

- Conducts patrols on assigned County roads to and from work or as required, in order to inspect for hazardous road conditions (e.g. pavement surface defects, debris, and other obstructions);
- Works collaboratively with Operations Supervisors, to coordinate and implement a prioritized work schedule related to maintenance and repair needs on the County road network.

Fleet Management - 10%

- Coordinates County fleet and equipment asset management, in coordination with the Operations Supervisor - Fleet;
- Ensures scheduling and coordination of repairs, routine and preventive maintenance of County fleet and equipment, in accordance with original equipment manufacturer specifications or County practice;
- Approves payment of all materials/services purchased by the Operations Division for vehicle repairs in accordance with County policy;
- Ensures implementation of equipment replacement schedule, long term capital forecast, annual budget, and reports to Council;
- Working with the Operations Supervisor – Fleet, prepares tenders and quotation information and negotiates fleet and equipment purchases, and contracts;

Public Relations - 15%

- Responds to and follows-up on public complaints and customer concerns to ensure customer satisfaction;

- Liaises and collaborates with other municipal roads authorities and responds to concerns/queries (e.g. cross jurisdiction maintenance agreements, coordinating joint activities).

Skill:

a) Knowledge/Education

i) Education level:

- Completion of 3 year Community College diploma in Civil Engineering

ii) Knowledge:

- Knowledge of road network asset infrastructure management techniques, associated with design, construction, maintenance, operations, environmental, and emergency activities;
- Knowledge of winter control operations, including labour resource and equipment allocation, material supply, and weather forecasting;
- Knowledge of fleet asset management techniques, including fleet maintenance, procurement and work management systems;
- Knowledge of relevant legislation including Workplace Safety and Insurance Act, Occupational Health and Safety Act, Highway Traffic Act, Minimum Maintenance Standards, Ministry of Transportation Commercial Vehicle Operators Registration.
- Continual learning approach to keep abreast of current industry trends and technology, and applying this in the workplace.

iii) License, Professional Designations, Specialized Certificates:

- Certified Engineering Technologist with O.A.C.E.T.T. registration preferred;
- Ontario Association of Roads Supervisors certification (senior level);
- Valid Ontario Drivers' License Class G;

iv) Information Technology:

- Skilled in the use of word processing, spreadsheets, internet and e-mail (e.g. Microsoft Office);
- Familiar with technologies, such as road weather information systems (RWIS), global position systems (GPS), geographic information systems (GIS), and work management systems.

b) Experience

- i) Minimum of five (5) years of directly related experience, preferably in municipal public works, gained through progressive on-the-job experience;
- ii) Application of road network asset infrastructure management techniques, associated with design, construction, maintenance, operations, environmental, and emergency activities;
- iii) Experience in winter control operations, including labour resource and equipment allocation, material supply, and weather forecasting;
- iv) Experience in fleet asset management techniques, including fleet maintenance, procurement and work management systems;
- v) Experience in budget development and monitoring and report preparation;
- vi) Experience supervising in a unionized environment;

- vii) Experience in managing multiple projects, determining priority and developing work plans and schedules;
- viii) Experience in fostering a work environment with a focus on customer service delivery, continual improvement.

c) Problem-Solving / Judgement

- i) Demonstrated ability to perform a wide variety of tasks and change focus quickly as demands change;
- ii) Demonstrated awareness of conditions that affect worker safety and public safety;
- iii) Demonstrated ability to utilize the time, skills and potential of direct reports/contractors effectively and to monitor the results of projects/assignments;
- iv) Demonstrated ability to assess information, weigh alternatives and develop a course of action taking into consideration resources, constraints and organizational values/policies;

d) Interpersonal Skills / Contacts:

- i) Demonstrated ability to act with a sense of urgency and inspire others to deliver exceptional customer service;
- ii) Excellent communication skills, with demonstrated ability to clearly present information or providing direction to others;
- iii) Demonstrated ability to be objective and fair when dealing with sensitive situations and maintaining a constructive working relationships with the public, labour union, or other municipalities;
- iv) Demonstrated ability to interpret and communicate complex information (e.g. Provincial legislation, County policy, collective agreement);
- v) Demonstrated ability to problem solve, develop solutions, seek feedback, and obtain agreement from stakeholders leading to a sustainable solution.

Effort

a) Mental Effort:

- The incumbent is required to analyze different options and possibilities, and consider the impact of their decision when offering advice;
- Standardized solutions may be applicable to most issues, but modifications will be required at times.

b) Physical / Sensory Demands:

- 50% of the day will be spent sitting and driving, and 50% will be spent sitting at a computer;
- This position handles multiple demand from various areas.

Responsibility

a) Independence to Act:

- Plans and completes specific assignments independently, reporting to the Director on major changes or challenges.

b) Impact:

- Attention to detail is required as errors could result in the waste of resources, re-work and significant costs to rectify mistakes, and damage to the reputation of the County of Peterborough.

c) Contact and Communication to Others:

- Possess strong communication skills to explain and clarify specialized and technical information;
- Tact, discretion and sensitivity are required when representing the County of Peterborough through communications with internal and external stakeholders.

d) Leadership and Staff Advice:

- Provides direct leadership, guidance and performance coaching to Operations staff;
- Oversees the work of a large working group where tasks are delegated through a group leader;
- Oversees the work of several work units in various locations throughout the County.

e) Budget and Funds:

- Accountable for the Operations Division budget, including Fleet;
- Responsible for making purchases in accordance with the County Purchasing Policy.

f) Confidential Information:

- Handles confidential information with care and sensitivity and has a clear understanding of confidentiality practices.

Working Conditions

a) Working Conditions:

- Works in an office environment with occasional travel outside the office to attend meetings and/or assist end users;
- This position will have moderate exposure to disagreeable conditions.

b) Work Pressure:

- This position typically operates within normal business hours, however, overtime, evening and weekend work is required;
- Work pressures and unpredictable hours can be expected during the winter season.

***Please Note:**

- Reasonable accommodations may be made in order to perform the listed job responsibilities.
- In order to meet the needs of the Human Resources Department and/or the County of Peterborough, employees may be assigned other duties, in addition to or in lieu of those described above. Duties are subject to change at any time.

- In accordance with County Policy, a Criminal Record Check that is acceptable to the County will be required as a condition of employment.
- In signing this document, you are stating that you have read, understood and approved the information contained within.

Authorization:

Signature of Incumbent:	
Date:	

Signature of Department Head/Manager:	
Date:	