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| **Job Title:** | **Manager of Operations** |
| **Department:** | **Infrastructure** |
| **Reports To:** | Director of Infrastructure |
| **Salary Band:** | Band 11, 35 hours per week |
| **Last Update:** | October 2024 |

**Position Summary:**

The Manager of Operations is responsible for the coordination and supervision of road operations. This position plays an integral role in the maintenance of infrastructure to ensure proper operation and adherence to municipal policies, procedures, and by-laws and compliance with related legislation, regulations, and standards.

The Manager of Operations is responsible for supervising, planning, and directing the daily operations, maintenance, scheduling, and customer service to ensure the levels of service and legislative standards are upheld in a safe and economical manner.

**Corporate Duties and Responsibilities:**

* Prepare reports and attend Council, Committee and other internal/external meetings and special events as required; make presentations, provide advice/guidance; make recommendations on standards and levels of service, policies and procedures.
* Champion the corporate mission and values across the Corporation as a whole.
* Demonstrate a commitment to personal and professional development by remaining current with new legislation, regulations and technology relating to the Corporation in order that professional competence is maintained.
* Encourage and instill a culture and philosophy of building the Township of Ramara Team within the organization through innovative training, coaching, mentoring, professional development and career growth with and keen desire to ensure opportunities for appropriate and well-communicated succession planning.

1. **Key Responsibilities**
2. Assist with the Management and oversight of municipal Operations, which includes: planning, directing and monitoring preventative and regular maintenance of the municipal infrastructure such as roads, sidewalks, curbs, bridges, storm water and roadside drainage, road allowances; scheduling and evaluating annual maintenance and winter control; recommending standards and levels-of-service; developing policies and procedures; developing, implementing, and monitoring operating plans; trouble-shooting on complaints and problem areas related to operations; administering external contracts; ensuring appropriate inventory control and records management measures are in place.
3. Provide supervision to direct reports in a manner that motivates guides and directs employees to the realization of departmental goals and objectives. Maintain a work environment that promotes staff participation, teamwork and positive employee relations. Ensure high standard of work quality and organizational performance. Participate in the interviewing, selection, hiring, scheduling, training and performance management of staff as required. Review and make recommendations to the Director of Infrastructure for hire/discharge decisions at the Supervisor and working level; provides input to the Director of Infrastructure on succession planning and replacement planning for the Department; responsible for managing in accordance with the Collective Agreement.
4. Investigate and provide recommendation to the Director of Infrastructure regarding the development of plans to meet the goals and objectives of the department. Develop, implement and review methods, standards, scheduling, and reporting systems for the effective delivery of services by the Department;
5. Assist with the preparation and submission of the department business plan, annual budget and long-term capital plan. Assist with implementation of departmental plans. Effectively monitors and controls all divisional expenditures and revenues;
6. Establish operations and maintenance procedures, work methods and service standards for the roads, sidewalks, municipal/tile drains, bridges, roadside drainage;
7. Provide input on departmental planning and strategic initiatives; lead and/or participate on project teams, as assigned;
8. Inspect roadways to ensure compliance with Level of Service (LOS) and Minimum Maintenance Standards.
9. Responsible for the supervision and preparation of daily Foreman operations.
10. Routinely investigates, detects, and responds to reports of hazards and/or deficiencies that may adversely affect infrastructure or cause risk to public safety.
11. Responsible for assigning and overseeing the completion of work, setting and appraising performance standards, approval of vacation, and carrying out disciplinary action in conjunction with Human Resources.
12. Assist with the municipal AVL program and assets.
13. Assist with the development of the annual corporate projects, and the work of contractors to ensure contract terms are met, follow up with contractor(s) when deficiencies are noted and if required initiates corrective action (e.g. assignment of a penalty) and authorize payment.
14. Assist the Director of Infrastructure with capital priorities.
15. In collaboration with the Director of Infrastructure, responsible for the procurement of all capital and operating items for fleet and equipment replacement.
16. Perform inspections on the Townships Municipal Drains, recommend maintenance of the drains, and provide oversight of drain maintenance as required.
17. Review and comment on design drawings for external and internal municipal consents, road occupant permits and other road network permits.
18. Prepare Staff Reports and other reports and documents regarding road operations as required.
19. In conjunction with the Manager of HR/HS and Director, ensure all staff have the required training to meet all legislated requirements for their roles.
20. Provide Customer Service to inquiries from the public, community groups, and other departments regarding maintenance conditions of roads; and resolve complaints.
21. Ability to prioritize workloads and work effectively and efficiently with minimal supervision.
22. Implements policies, guidelines and standard operating procedures to ensure all departmental work practices comply with legislative requirements. Ensure adherence and compliance to applicable legislative requirement including the Highway Traffic Act, Provincial Maintenance Standards, CVOR regulations, TSSA, Ontario Building Code, Conservations Authorities Act, Environmental regulations, the Occupational Health and Safety Act, the Township’s Health and Safety policies as well as with other applicable Township policies, and guidelines.
23. Ability to respond to after hour emergencies on a 24/7 basis as required by the Township’s Emergency Plan and associated policies/procedures, significant weather conditions/events, requests from emergency services personnel requests;
24. The Manager of Operations shall be on call at all times unless pre-approved by the Director and respond when necessary;
25. Undertake special projects and performs other duties as assigned, in accordance with departmental or divisional/corporate objectives.
26. **Compliance**
    1. Comply with, ensure all staff comply with, and perform duties in accordance with the Code of Conduct.
    2. Ensure the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
    3. Keep apprised of current regulations, best practices, and emerging trends.
    4. Comply with the Occupational Health and Safety Act and Regulations and Corporate Occupational Health and Safety Program, related policies and procedures.

**Supervisory Responsibilities:**

* Roads Foreperson

**Education, Experience and Qualifications:**

* Certified Engineering Technician (CET) or College Diploma in a related discipline.
* 5 years’ experience in maintenance and construction of roads, operation and maintenance of equipment.
* 2 years of progressive Supervisory/managerial experience.
* Certified Drainage Superintendent would be considered an asset.
* Ability to prioritize workload and to work effectively and efficiently with minimum supervision.
* Mechanical, Operational, and technical expertise in road-related activities including vehicles and equipment.
* Strong technical knowledge of roads, traffic operations, bridges, drainage, forestry, sidewalks, fleet operations and related functions.
* Project preparation and planning skills to identify and manage resources, funding and scheduling issues, collaboration skills to work with approval agencies and internal/external stakeholders; Project Management Professional Certification would be considered an asset.
* Strong ability to problem solve, determine cause and effect, and evaluate various courses of action to recommend and communicate strategies.
* Shall possess public relations, record keeping, problem-solving, report writing, project/time management, analytical, communication skills both oral and written, and shall exhibit excellent interpersonal skills.
* Familiar with federal and provincial regulations and requirements, including the Canadian Environmental Assessment Act, Construction Lien Act; Municipal Act, Drainage Act and Highway Traffic Act etc.
* Computer literacy utilizing word-processing, spreadsheet, presentation and database software and the Internet; thorough knowledge of computer related operations and terminology such as GIS, AutoCAD, statistical database management, word processing, spreadsheets, presentation, mapping application, e-mailing and the internet.
* Ability to think and act appropriately in a political and community service environment and to deal courteously and effectively with elected officials, the general public, residents, staff, other departmental, corporate contacts, businesses and other levels of government.
* Must be available to work flexible hours, including days, evenings, weekends and for on-call duties.
* Must possess and maintain a valid Class G Driver's Licence, Class DZ Driver's Licence would be considered an asset.

**Applicable Regulations:**

* Highway Traffic Act and regulations
* Occupational Health and Safety Act
* Ontario Drainage Act
* Ontario Traffic Manual
* Ontario Provincial Standards for Roads and Public Works (OPS)

This job description is intended to describe the general nature and level of work being performed by the person assigned to this position. The primary duties and responsibilities are intended to describe those functions that are essential to the performance of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Other duties and responsibilities are considered incidental or secondary to the overall purpose of this job. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.