

TOWNSHIP OF NORTH HURON

POSITION PROFILE



Position Title Operations Manager
Report to Title: Director of Public Works
Revised: May 2022

Pay Range: **Band 8**
Position Status: **Full time employee**
Pay Method: **Salary**
Normal Work Week: **37.5 hours**
Overtime paid **Not Eligible**
Location: **As assigned**
Indoor/ Outdoor: **80/20%**

A – POSITION DESCRIPTION

1. **Scope of Position:**

The Operations Manager will provide assistance to the Public Works Supervisors and crews for maintenance and construction activities, in addition they will provide aid to the Facilities department. This position will liaise and coordinate with other departments that require Public Works resources. This position oversees the operations of all North Huron cemeteries, landfills, Gravel Pit and Facilities. The Operations Manager will ensure complaints and service requests are resolved working with the Director of Public Works and Public Works Supervisors.

2. **Key Responsibilities**

- (a) To implement the comprehensive program for the maintenance of all municipal roads, sidewalks, traffic signs, bridges, culverts, drains, street lights, storm and sanitary sewer systems, water treatment systems (as applicable) and other designated municipal infrastructure as developed by the Director of Public Works.
- (b) Involved in supervising and inspection of work of outside contractors and trades people on capital construction and repair projects.
- (c) To develop, implement and maintain a comprehensive program for the maintenance for all North Huron cemeteries. To manage the cemeteries, conduct regular inspections, and ensure maintenance to provincial regulations and municipal standards.
- (d) To develop, implement and maintain a comprehensive program for the maintenance for both North Huron landfill sites. To manage the landfills, conduct regular inspections, and ensure maintenance to provincial regulations and municipal standards.
- (e) In conjunction with the Director of Public Works, supervises the performance of the Public Works Supervisors, Road Operators, Landfill Attendants, and Crossing Guards. Participates in the hiring, work assignments, training, and discipline as necessary for the

public works department. This includes working with the public works supervisors and knowing the activities of the department.

- (f) Plans, organizes and assists the supervisors with work of public works crew and discusses priorities and plans with the Supervisors.
- (g) Conducts performance appraisals annually for those reporting directly to him/her and makes recommendations for staffing changes and salary adjustments.
- (h) Deals with capital construction projects for public works and facilities.
- (i) Oversees the maintenance of all non-recreation facilities and the buildings under the jurisdiction of the Public Works department.
- (j) Assists the Director of Public Works in the purchasing of equipment and material for servicing of vehicles and equipment; complies with Township purchasing policies and tendering procedures; recommends the use of suppliers and service companies.
- (k) Implements overall work program, reviews work is performed satisfactorily within the approved budget. Modifies work schedules when required i.e. to deal with emergency situations.
- (l) Informs staff of municipal policies and procedures and ensures compliance.
- (m) Assists when needed by the supervisors to supervise the installation, maintenance, operation and delivery of the services of the public works department, including but not limited to; roads, parking, sidewalks, vehicle maintenance, street lighting, waterworks, sanitary sewers, pumping stations, sewer treatment, storm sewers, garbage collection, garbage disposal and recycling.
- (n) Manages, in conjunction with supervisors, the maintenance and repair of municipal vehicles, equipment, materials and tools to eliminate breakdown and safety hazards; complies with operating manuals and accepted maintenance standards.
- (o) Responsible for identifying problems and potential problems and making necessary repairs before they become safety hazards or an inconvenience to the public.
- (p) Provides regular reports to the Director of Public Works on the public works operations i.e., status reports on projects, information on maintenance programs and investigation of public complaints. Makes recommendations to resolve problems and improve the efficiency of operations.
- (q) To implement the health and safety practices in accordance with Township policies and procedures. Participate in Health and Safety Promotion within the work place.
- (r) In conjunction with the Public Works Administrative Assistant, supports oversight of the Crossing Guard program for the Township.

- (s) Oversee the utility locate compliance and oversee the completion of all Township utility locate requests
- (t) Performs other duties as required.

3. Key Relationships

Internal

Director of Public Works: daily interaction re operations of Township
Public Works Administrative Assistant, Public Works Supervisors, Operators, Operator/Cemetery Supervisors, Landfill Attendants, and Crossing Guards: daily interaction re operations of public works department, landfill, and cemeteries.

External

Public: daily re public works issues
Township Contractors and other professionals: as appropriate

4. Decision Making Authority

The Operations Manager is responsible to direct all activities of the road crew, landfill and cemeteries. This position will assist in managing the Public Works supervisors and operations staff alongside the Director of Public Works.

The Operations Manager makes many decisions on their own within the framework of the Township policies and procedures as determined by the by-laws of the Township and the direction of Council. Judgement is required concerning road maintenance and project completion in conjunction with approval of the Director of Public Works.

5. Problem Solving Responsibility

The Operations Manager is required to solve many problems. Often the problems require detailed analysis and research. Data must be collected from various sources.

Often problems must be solved and recommendations made autonomously and quickly.

B – POSITION SPECIFICATIONS

The formal education, training, work experience and other key skills of an individual must be evaluated simultaneously.

1. Formal Education and Training

Minimum degree required:

Civil Engineering Technologist or equivalent diploma.

Certified Road Supervisor (CRS)

Completion of OGRA Road School

2. Work Experience	Minimum Years Required
Experience in a municipal or related field	Three
Senior public works position in a municipality	Three
Experience with heavy equipment	Three
Knowledge of construction practices, budgeting and project management skills.	Three

3. Other Key Skills
<ul style="list-style-type: none"> • Strong interpersonal skill. • Strong written and oral communication skills. • Strong time management skills. • Strong Supervisory skills. • Computer literate with knowledge of software used. • Well organized. • In depth knowledge of the local public works by-laws. • In depth knowledge of the MTO standards, specifications and regulations • In depth knowledge of Occupational Health & Safety Act. • In depth knowledge of construction practices and construction estimating • In depth knowledge of equipment and vehicle maintenance techniques. • Physical ability to perform inspections at a construction site. • Knowledge of corporate management and planning. • Valid class D driver's license. • The position requires extensive travelling within North Huron.

C – POSITION CHARACTERISTICS

1. Impact & Accountabilities

The Operations Manager is responsible to the Director of Public Works for the public works resources of the Township. A person performing this position is accountable for the efficiency and effectiveness of delivery of services.

2. Supervisory Responsibility

Directly supervises the Public Works Supervisors, Road Operators, Landfill Attendants, Crossing Guards, and Operator/Cemetery Personnel.

D – WORKING CONDITIONS

1. Physical Effort and Environment

At certain times the Operations Manager may have to work in excess of their normal workweek.

The Operations Manager may have to respond to emergency situations.
The Operations Manager will have to share on-call duties.
The physical working environment can be demanding while outside inspecting construction sites or road maintenance in inclement weather.
Exposed to hazardous conditions such as in trenches and traffic. Exposed to fumes, odors, noise, toxic gases etc. There is a risk of injury.

2. Mental Effort

The mental strain resulting from the work of the Operations Manager is considerable and constant.

There are many interruptions. Decisions must be made quickly. Tight deadlines must be met.
