



POSITION TITLE: Manager of Operations

REPORTS TO: Director of Infrastructure & Planning Services

INCUMBENT: TBD

POSITION SUMMARY: This employee is responsible for the daily work schedule preparation, supervision of maintenance and operation of roads, waste collection and disposal, Cemetery, Airport, Recycling, Utilities, parks, facilities, and contracted services. This individual will also respond and complete the calls as received from the Infrastructure and Planning office in a prompt and responsible manner.

As a senior employee, this person shall establish and maintain excellent working relationships with employer(s), Public Works staff, Utilities staff, all other departments, as well as external agencies. Sound judgement and discretion must be used when responding to inquiries regarding confidential information.

TASK NO.	DESCRIPTION
1.	Maintain a daily liaison with the Director of Infrastructure and Planning Services receiving instructions of proposed capital works programs, operational goals, complaint issues, new policies and procedures, and review of department goals and accomplishments.
2.	Supervises and assigns Public Works and Utilities employees, equipment, and resources in carrying out repairs, maintenance and construction of all respective areas within the Public Works and Utilities Departments.

3. Recommends to the Director of Infrastructure and Planning Services of policy, procedures, and programs for accomplishing objective of the Departments for maintaining or enhancing service to the public.
4. Assists in preparation of the annual operating budget and monitors budget expenditures throughout the year.
5. Assists the Director of Infrastructure and Planning Services with capital budgeting and forecasting.
6. Shall be able to operate Town heavy and light duty equipment.
7. Responsible for facility upkeep and maintenance in conjunction with employees.
8. Responds to requests and concern forms in a timely and efficient manner and ensures appropriate information and/or actions are taken.
9. Delegate responsibilities to staff and follows up to ensure those responsibilities are satisfactorily performed.
10. Conducts annual performance appraisals on each permanent staff member under their supervision.
11. Ensures staff performs within the policies and procedures approved by Town Council in their conduct, work habits, and relationships with the general public.
12. Act as the Director of Infrastructure and Planning Services when delegated to do so.
13. Prepares and issues purchase orders for all supplies and materials as required by the Public Works and Utilities departments and be accountable for the process.
14. Recommends the hiring, wage placement, suspension, and dismissal of Department employees after consultation with the Director of Infrastructure and Planning Services and the Chief Administrative Officer (CAO).
15. Shall possess a minimum of a class 5 Alberta operators' license. May be required to obtain class 3 with air brakes certification.
16. Engage with the public in a courteous manner and with an attitude of providing services within the policy and procedures of the Town.
17. Develop business plans, operational costs, performance metrics, schedules, and ensure regular reporting.

18. Responsible to attend and make periodic presentations to council at the direction of the Director of Infrastructure and Planning Services.
19. Perform other related duties as requested by the Director of Infrastructure and Planning Services.

QUALIFICATIONS:

1. Water and Wastewater Distribution and collection Certificate Level II.
2. Wastewater Treatment Certificate Level III.
3. The desire and ability to pursue additional education qualifications as required.
4. Exceptional knowledge of current safety legislation and procedures.
5. Must possess a high level of organizational skills, communication skills, and capable of meeting deadlines when there are competing interests.
6. Exceptional customer service and public interaction skills.
7. Experience and practical knowledge of computer software. (ex. Microsoft Office Suite, GIS, etc.)
8. Diploma in Civil Engineering Technology is considered an asset, but not required.
9. An alternate or suitable combination of education and experience will be considered.