



JOB DESCRIPTION – Director of Operations

Prepared:	May 3, 2022
Department:	Operations
Reports To:	Chief Administrative Officer
Supervises:	Directly: 4
	Indirectly: 22

POSITION SUMMARY

The Director of Operations is responsible for overseeing and executing the activities, policies, and procedures of the Operations Department. The Director is responsible for leading the Department, including strategic leadership, management and administration of a broad operations portfolio; Public Works, Roads, Facilities, Biodigester, Environmental Services and support for Asset Management.

DUTIES and RESPONSIBILITIES

Strategic Planning

- Develops, implements, reviews and evaluates the effectiveness of departmental policies and procedures including design specification and standards for roads, buildings/facilities management, parks, trails, water and wastewater and waste management services.
- Develops and implements short and long term strategic organizational planning for the department and is responsible for the development and delivery of policies, programs and services.

Operational Functions

- Oversees the Township's infrastructure and capital constructions programs; ensures the application of Township standards; monitor processes and facilitates the resolution of problematic issues; and directs the development of operational strategies.
- Presents reports and provide advice/guidance on plans and strategies related to engineering studies and new or pending legislation and regulatory guidelines.
- Responsible to prepare and administer tenders/bids/contracts/RFPs/RFTs for projects in construction such as road repairs, equipment purchases, building maintenance and facility upgrades. Attends public openings ensuring all submitted contracts meet the specified requirements.
- Makes recommendations on the hiring of consultants and contractors to undertake major department projects and studies as required.
- Manages contractors and consultants to ensure compliance with contractual requirements and oversee the administration of agreements in accordance with Municipal bylaws, policies, procedures and established safety and risk management standards; Within the parameters of the purchasing by-laws, meets with suppliers to evaluate products/services negotiate regarding terms, contract extensions and dispute settlements.
- Monitors operational changes while forecasting the needs for services delivered by the Department.
- Establishes operating procedures, work methods and standards covering the delivery of services in the department.
- Identifies and tracks best practice and trends in the field of operations and municipal compliance. Works with staff to establish and communicate service level expectations to Council and community.



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- Oversees the project management of Township approved projects including but not limited to projects in construction, road repair, equipment purchasing, building maintenance and facility upgrades.
- In conjunction with the Contracted Operator, ensures standard operating procedures for the Biodigester are current.
- Ensures the proper maintenance and operations of all Township facilities and properties are being completed.
- Accountable for all activities related to the Operations Department, including the development and implementation of the services and programs.

Budgets and Internal Controls

- Oversees the budget, business and project planning and supervision of the department.
- Prepares, reviews and recommends annual capital and operating budgets and forecasts, and potential funding sources; participates in the corporate review and approval process of the budget with Council; authorizes purchases and payment of accounts.
- Develops, revises as appropriate and recommends user fees and charges and applies for appropriate government grants.
- Monitors the Department's overall performance against the business plan and budget.

Management and Leadership

- Leads department staff, ensuring alignment with corporate vision, mission and values.
- Participates as a member of the Senior Management Team providing input on departmental and corporate planning and strategic initiatives, leads and/or participates on project teams.
- Develops and implements short and long term strategic organizational planning for the department and is responsible for the development and delivery of policies, programs and services.
- Prepares concise and timely reports/recommendations and attend meetings of Council, Committees, public and/or other meetings.
- Provides professional advice to the CAO and Council on the department including compliance with applicable legislation and implementation of working procedures to improve/maintain efficiencies.
- Responds to enquiries, resolves complaints and liaises with the general public, staff, consultants, Senior Management, Members of Council, and community groups regarding public works matters.
- Provides overall leadership and supervision of direct reports and outside contractors which include work planning, scheduling, distribution and follow-up.
- Staff mentoring/coaching and monitoring of working conditions, and human resources administration such as, hiring, compensation, performance reviews, training and development needs, etc.
- Develops, maintains and recommends corporate human resource policies and procedures for all programs related to operations and implements approved policies and procedures.
- Acts in the capacity of a member of the Emergency Control Group during emergency events.
- Available to attend evening and/or weekend meetings and other events, as required.

Material and Information Resources

- Responsible to ensure building and equipment is utilized and maintained properly for the Department.
- Responsible to ensure relevant departmental forms/applications are available and meet the statutory requirements and is stored properly.



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Health and Safety

- Comply with and assume appropriate supervisory responsibility as required for compliance with all health and safety practices in the Department in accordance with standard operating procedures/guidelines and the *Occupational Health & Safety Act*.
- Ensure compliance with all relevant statutes and regulations including but not limited to the *Safe Drinking Water Act, Ontario Water Resources Act, Drainage Act, Environmental Protection Act, Highway Traffic Act*, and Minimum Maintenance Standards.
- Apply and ensure compliance with all current safety policies and legislation. Communicate any changes to workplace safety and work methods to staff.
- Serve as a role model by always directing and performing work in a safe manner.

Other

- Comply with all policies and procedures set out by the Township of Georgian Bluffs.

EDUCATION, SKILLS and EXPERIENCE

Education/Training/Certifications/Licences:

- College Diploma or University Degree in Engineering or other relevant discipline(s) from an accredited College/University.
- Related professional designation and current membership in applicable professional association or equivalent.
- Valid G class Driver's license in good standing.

Experience:

- Minimum five years' senior management experience in transportation, operations or related field.
- Minimum five years' related municipal experience including, roads, water and wastewater, facilities .

Skills and Abilities:

- Thorough working knowledge of transportation and environmental principles and practices applicable acts/regulations/standards and roads/water/wastewater infrastructure construction and maintenance, budget formulation, contract administration, provincial grant processes, local government functions/responsibilities, health and safety, and employee relations principles and practices.
- Excellent customer service, multitasking, organizational, problem solving and attention to detail skills.
- Strong interpersonal, verbal and written communication skills.
- Strong report writing and presentation skills
- Excellent analytical, problem solving, organizational, public relations, communication, project management, strategic planning, leadership and supervisory skills.
- Ability to demonstrate tact and discretion in handling matters of a confidential or politically sensitive nature; and to maintain confidentiality.
- Ability to prepare accurate reports and present workable policy recommendations.



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- Knowledge of Microsoft Windows and Office applications.
- Ability to work effectively at fostering good rapport and cooperative working relationships.

DEMANDS and WORKING CONDITIONS

Work is typically performed in a standard office setting and requires extensive computer work and concentration. The Township has a policy related to remote work arrangements. The ability and frequency to work remotely is negotiated and approved by the Direct Supervisor.

The Director of Operations is required to make decisions/judgements that are complex that could affect significant financial losses to the Township if errors are made. Incumbent is required to deal with complaints from the public on a daily basis and on occasion, must deal with public criticism.

Work is subject to frequent demands, deadlines, shifting priorities and overtime.

CONTACTS	
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Internal	Internal Staff (frequently)
External	Customers/Public (frequently) Stakeholders (frequently) Contractors (occasionally) Suppliers (occasionally) Government (occasionally)
Public Relations	Media (occasionally)

REVIEW/APPROVAL			
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Current Incumbent(s):		Date:	
Department Head:		Date:	
CAO:		Date:	