



JOB DESCRIPTION – Director of Operations

Prepared:	September 5, 2018
Department:	Operations
Reports To:	Chief Administrative Officer
Supervises:	Directly: 5
	Indirectly: 22

POSITION SUMMARY

The Director of Operations is responsible for directing and executing the activities, policies and procedures of the Operations Department. The Director of Operations will provide direction to the CAO/Council on the department including compliance with applicable legislation and implementation of working procedures to reduce inefficiencies through preparation and presentation of report to Council. Oversee the budget, direction and supervision of the department.

DUTIES and RESPONSIBILITIES

Operational

- a) Oversee 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.
- b) Present and provide advice and guidance on plans and strategies related to engineering studies and new or pending legislation and regulatory guidelines.
- c) Responsible for tender/bids preparation and the administration for projects in construction such as road repairs, equipment purchases and building maintenance and facility upgrades.
- d) Make recommendations on the hiring of consultants and contractors to assist with and undertake major department projects and studies as required.
- e) Monitor the work of consultants and contracts and oversee the administration of agreements in accordance with Municipal bylaws, policies and procedures.
- f) Monitor operational changes while forecasting the needs for services delivered by the Department.
- g) Establish operating procedures, work methods and standards covering the delivery of services in the department.
- h) Identify and track best practice and trends in the field of operations as well as maintenance of roads, distribution systems and municipal compliance.
- i) Oversee the project management of Township approved projects including but not limited to projects in construction, road repair, equipment purchasing, building maintenance and facility upgrades; Responsible to prepare and administration of tenders/bids/contracts/RFPs; Represent the Operations Department at public openings of various tenders, contracts and RFP's, ensuring all submitted contracts meet the specified requirements; Manage contractors and consultants to ensure compliance with contractual requirements and established safety and risk management standards; Within the parameters of the purchasing by-laws, meet with suppliers to evaluate products/services negotiate regarding terms, contract extensions and dispute settlements.
- j) Held accountable for all activities related to the Operations Department, including the development and implementation of the services and programs.



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Management and Leadership

- a) Participate as a member of the Senior Management Team and champion the corporate mission, vision and values.
- b) Provide input into the development of strategic plan and participate in development of human resource strategies and organizational planning.
- c) Develop, maintain and recommend corporate human resource policies and procedures for all programs related to operations and implement and execute approved policies and procedures.
- d) Provide advice and monitor the interpretation and application of human resource policies and procedures.
- e) Provide 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.
- f) Prepare concise and timely reports/recommendations and attend meetings of Council, Committees, public and/or other meetings.

Material and Information Resources

- a) Responsible to ensure building and equipment is utilized and maintained for the Department.
- b) Responsible to ensure relevant departmental forms/applications are available and meet the statutory requirements; correspondence presented to Council/Committee and stored properly.

Spending Budgets and Internal Controls

- a) Prepare the Department's annual business plan and budget (operating, capital) and participate in the review and approval process of the budget with Council.
- b) Controls spending for the Department within the annual budget.
- c) Monitor the Department's overall performance against the business plan and budget.

Health and Safety

- a) Personally comply with, oversee and monitor all health and safety practices as it relates to the Department in accordance with standard operating procedures/guidelines and the *Occupational Health and Safety Act*.

Other

- a) Comply with all policies and procedures set out by the Township of Georgian Bluffs.
- b) Perform all other duties and responsibilities as assigned.

EDUCATION, SKILLS and EXPERIENCE

Education/Training/Certifications/Licences:

- College Diploma or University Degree in Civil Engineering with related professional designation and current membership in applicable professional association or equivalent.
- Valid G class Driver's license in good standing.



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Experience:

- Minimum five years’ senior management experience in transportation, operations or related field.
- Minimum five years’ related municipal experience including, road, water and wastewater construction and equipment maintenance.

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.
- 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.
- 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, concentration and sitting.

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

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

REVIEW/APPROVAL

Current Incumbent(s):		Date:	
Department Head:		Date:	
CAO:		Date:	