

## Manager of Operations and Development Services

---

Permanent, Full-time – Reports to the Chief Administrative Officer  
Monday – Friday – 8:30 – 4:30

### **Definition:**

The Manager of Operations and Development Services reports directly to the CAO and is responsible for Public Works and Development Services, which includes oversight of building, zoning, development administration, sewer treatment plant operations, and management of Village infrastructure development (roads, sewer, water, parks). Following is a list of key responsibilities:

### **Overall Key Responsibilities:**

- Leads the departments responsible for Public Works and Development Service.
- Provides technical leadership in the areas of engineering, environment, Public Works, Development Services and facilities as required.
- Supports staff to deliver the capital infrastructure plan, consistent with the Asset Management Plan.
- Works collaboratively with other departments, agencies, First Nations, community groups, property owners, associations, and the public and attends public meetings as required.
- Leads the development of standards, policies and operations intended to position the Village as a leader in sustainable development.
- Act as Approving Officer.
- Attendance at Council & Committee Meetings, including outside agency meetings as required.
- Other duties as assigned.

### **Public Works:**

- Develops and manages replacement and maintenance programs to ensure that roadways are safe and maintained throughout the year for pedestrians and vehicular traffic.
- Develops and manages enhancement and maintenance programs to ensure that parks, boulevards and public areas are safe and maintained throughout the year.
- Develops and manages replacement and maintenance programs for Village facilities, vehicles and equipment to ensure they are maintained and kept in safe repair.
- Provides advice, recommendations, and policy input to the CAO concerning all engineering, public works and other technical issues.
- Represents the Public Works department in employee and labour relation matters including, but not limited, to handling grievances and participating in collective bargaining
- Provides information and assistance to the public and resolves problems and complaints related to water/sewer operations, roads and public works.

- Provides management direction to department employees and contracted crews by planning, assigning, and supervising work to ensure conformance to standards, specifications, contracts and pertinent regulations.
- Coordinates with Union representatives and the CAO to ensure the optimum utilization of staff and resources through the selection, hiring, training, development, promotion and discipline up to and including dismissal of staff.
- Facilitates and liaisons with the Occupational Health & Safety Committee.

**Development Services:**

- Directs the operation of the planning department in accordance with applicable policies, legislation and bylaws, and sound professional administrative planning practices.
- Acts as an advisor and consultant to the CAO and Council on planning and development policies, objectives, requirements and programs directly or through agencies, committees, and commissions, and attends meetings of such bodies as required.
- Coordinates with the Development Services staff/contractors and the CAO to ensure the optimum utilization of staff and resources through the selection, hiring, training, development, promotion and discipline up to and including dismissal of staff.
- Provides information, promotion, advice and assistance to potential industrial, residential and commercial developers, and works with other departments and agencies in promoting the Village.
- Prepares a variety of reports, correspondence, estimates and statistics, and reviews staff reports.
- Facilitates effective liaison between external agencies and authorities.
- Determines the most cost effective and expedient manner of delivering planning, building and development services. Plans, organizes, directs and monitors the work of consultants to ensure their most efficient use.

**Key Competencies:**

**Leadership** - Ability to set visions and goals and communicate them effectively across an organization. Known to engage, inspire and motivate others instilling enthusiasm and commitment. Ability to analyze, assess and make appropriate recommendations both internally and externally.

**Land Development** – A progressive and demonstrated ability in Civil Engineering or Planning either in the private sector or local government or a combination of both.

**Project Management** – An experienced team leader with ability to influence and delegate, initiate and manage cross-functional teams and multi-disciplinary projects. Strong critical thinking, decision making and problem solving skills. Ability to meet deadlines while remaining efficient under pressure.

**Collaboration and Negotiation** – Has an honest, open, and consistent approach to working with others and possesses strong relationship and interpersonal skills. A champion at relationship building, developing, maintaining and enhancing partnerships and strategic alliances, and obtaining stakeholder agreement.

**Communication Skills** – Ability to interpret, report, provide, advise and guide on a variety of complex matters pertaining to the Village. Clearly presents written and verbal information; writes with clarity and purpose; communicates effectively in both positive and negative circumstances; listens well. Possesses superior presentation skills.

**Employee Development and Change Management** – Has the ability to deal effectively with change and pressure; can adjust rapidly to new situations warranting attention and resolution. Invests in continually shaping and developing the team, inspiring increasing commitment, work effort and the desire to stay with the organization for the long term. Effectively manages diverse types of employees.

**Financial and Risk Management** – Senior managerial experience in finance and risk management; significant experience with capital and operating budget development and management; ability to manage the financial performance of the departments; experience overseeing expenditures within approved budgets and taking corrective action if required.