



## Township of Wellington North Director of Operations

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Wellington North is searching for a Director of Operations to plan, build, improve and maintain infrastructure that enables the successful accomplishment of corporate and operational objectives within the Recreation and Public Works portfolios.

### **The Opportunity:**

Reporting to the CAO, the Director of Operations leads all infrastructure (above ground and below), capital projects, maintenance and physical operations within the Public Works and Recreation portfolios. The position provides leadership and expertise in the planning, budgeting, staffing, service management, execution, monitoring and evaluation of department initiatives, projects, goals and day-to-day operations. Ensuring alignment with Council's priorities, you play a key role in the continued growth and development of the Township. You model behavior with stakeholders and community partners that showcases our outstanding customer service culture and collaborative approach.

### **Qualifications:**

You possess at least ten years of experience in an operational/infrastructure capacity with 3-5 years in a management capacity. You've worked closely with developers and community stakeholders, and appreciate the various perspectives involved in a growing municipality. You have managed in times of growth and stay focused on the big picture while effectively delegating to your team. You are passionate about building teams and have a track record managing multi-faceted change.

Interested applicants should visit our Careers section to review the entire job description at: [www.wellington-north.com](http://www.wellington-north.com). Current pay range for this position is \$47.38 to \$59.22/hour, plus OMERS and group benefits. Please submit your resume and cover letter in confidence by 4:00 PM **March 22, 2019** via e-mail to the Human Resources Manager at: [criggs@wellington-north.com](mailto:criggs@wellington-north.com).

*We thank all applicants for their interest. Only those applicants selected for further consideration will be contacted. Wellington North is an equal opportunity employer. Accommodation for disabilities will be provided, upon request, to support participation in all aspects of the recruitment process. Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.*



## Director of Operations

Job Description

<b>REPORTS TO</b> .....	Chief Administrative Officer (CAO)
<b>POSITION STATUS</b> .....	Full-time
<b>LOCATION</b> .....	Kenilworth, ON
<b>PAY METHOD</b> .....	Salary
<b>GROUP BENEFITS</b> .....	Yes
<b>WEEKLY HOURS</b> .....	40 hours per week, with varied hours to ensure sufficient support
<b>OVERTIME</b> .....	Ineligible
<b>ON CALL</b> .....	Yes

### **JOB SUMMARY:**

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The Director of Operations is a key leadership role within the Township, working closely with the CAO, Council and the Senior Management Team (SMT) to collectively plan and implement the Township's vision and long term operational strategic direction. The Director is responsible for the management and administration of all infrastructure, capital projects, maintenance and physical operations within Public Works and Recreation portfolios. The position provides leadership and expertise in the planning, budgeting, staffing, service management, execution, monitoring and evaluation of department initiatives, projects, goals and day-to-day operations as well as partnering internally and externally to drive continuous improvement and greater efficiencies.

### **CORE RESPONSIBILITIES:**

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- In collaboration with the CAO and Financial Management staff, develop, manage and administer annual and multi-year Operating and Capital budgets for the Department, ensuring support of Council's objectives, financial transparency and accountability, budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies;
- Authorize, and administer the acquisition of goods and services for the operating unit and direct reports in accordance with the Purchasing and Procurement Policy;
- Work with internal stakeholders in the development of short- and long-term strategic planning, the development and implementation of process improvements, program management, policies, systems and procedures to ensure the department delivers the highest professional service standards, ensuring adherence to regulatory and legislative compliance;
- Responsible for effective risk management, liability control and due diligence measures;
- Oversee the Township's infrastructure and capital construction projects and programs, providing professional advice and specialist knowledge when dealing with challenging

and significantly complex capital project planning and recommends innovative approaches and/or solutions;

- Attend Council meetings and other functions, responds to queries, prepares and delivers reports and presentations that provide sound recommendations and strategies regarding service delivery, department/program performance and enhancements and the implementation of new or pending legislation and regulatory changes to support Council decision making;
- Recommends the hiring of consultants and contractors to assist with/undertake major departmental and corporate projects as required; monitors their work and oversees the administration of agreements in accordance with Township by-laws, policies and procedures;
- Works collaboratively with internal/external technical and operational experts/service providers to make decisions that best serve the current and future needs of the Township;
- Brings expertise and public works perspective to development/planning applications and ensures appropriate construction of assets that will be turned over to the Township in compliance with municipal servicing standards;
- Arranges formal and informal communication mechanisms to meet with repeat and regular users of department to encourage feedback on the quality of services and discuss problems and potential resolutions in a professional manner;
- Plans, organizes, motivates and leads through an organization of managers and employees that places responsibility and decision making processes as close to the appropriate level as possible;
- Ensures an inclusive, successful and collaborative organizational culture while supporting a learning environment and positive employee relationships. Helps to break down barriers to employee success, ensuring collaboration and cooperation with internal and external teams and stakeholders.
- Partner with Human Resources regarding people related issues and initiatives, including recruitment, labour relations issues, coaching, performance appraisals, employee engagement, and training and development to meet current and future departmental and organizational objectives;
- Undertakes special projects and performs all other related duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

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- 10 years of progressive experience with previous responsibilities for operations, environmental services, infrastructure services, construction services, with 3-5 years in a senior leadership role.
- Bachelor of Applied Science in Environmental or Civil Engineering or alternatively holds a Masters of Public Administration, Masters of Business Administration or other equivalent education and experience.
- Ability to prioritize departmental functions and staff workload/assignments to meet deadlines, changing priorities and handle contingencies.
- Strong project management skills with the ability to lead projects strategically from concept to completion in consultation and collaboration with various internal and external stakeholders.
- Outstanding customer service and community focus, responding to complicated or sensitive queries and issues with a sense of urgency while understanding the complex stakeholder relationships (multi-employer/multi-stakeholders).

- Demonstrated success managing multi-faceted change with superior leadership, coaching and facilitation skills, leading and developing others to consistently deliver high quality services.
- Ability to build effective relationships with Township staff, Council, other governmental and regulatory officials, community stakeholders and contractors.
- Strong conflict management skills with the ability to be professional in handling complaints, disagreements and issues.
- Ability to observe confidentiality regarding corporate, personnel and related issues.
- Constantly strive for higher goals and performance standards through the encouragement of innovative practices and technology.
- Strong time management and organizational skills with a firm commitment to shared success and collaboration.
- Strong interpersonal, public speaking and communication skills at the one-on-one, group, team and organizational levels with the ability to communicate effectively through a variety of mediums to diverse audiences. Skilled at relaying complex and/or technical information to non-technical audiences.
- High level of proficiency with computer programs, including Microsoft Office (Excel, Word, PowerPoint and Outlook), and working knowledge of GIS technology with the ability to learn new software programs.
- Analytic and strategic thinker with the ability to assess complex situations, find solutions and develop sound recommendations and courses of action.
- Ability to attend meetings, events and address operational needs outside of regular business hours.
- Must possess and maintain a valid Ontario Class G and restriction free drivers' licence to carry out the duties of the job.

**Preferred:**

- Professional Engineer's (P.Eng) designation in good standing with the Professional Engineers of Ontario (PEO); OR
- Certified Engineering Technologist (CET) designation from the Ontario Association of Certified Engineering Technicians and Technologists (OACETT)
- Experience managing in times of growth with the ability to stay focused on the big picture
- Experience in a municipal infrastructure or other similar public sector environment

**WORKING CONDITIONS**

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**Physical demands:** Sitting, standing and walking are required for this position to complete office work, field visits and extensive driving with possible physical strain from long hours of focus at the computer.

**Mental demands:** Strong mental attention and concentration in all tasks. Frequent interruption from task is to be expected, including responding to public inquires. This position works towards major deadlines regularly and as a result, may work long and sometimes irregular hours.

**Working Conditions:** Office environment with regular travel to work sites - at times in adverse weather conditions.

<b>POSITION OVERVIEW</b>		
<i>Department:</i>	Operations	
<i>Supervisory Responsibilities</i>	Yes	
<i>Category:</i>	Management	
<i>Date Prepared:</i>	December 5, 2017	
<i>Revision Date:</i>	March 7, 2019	
		DD / MM / YYYY
<i>Manager Signature</i>		
<i>Employee Signature</i>		