

**JOB DESCRIPTION**

**Position Title:** Operations Manager

**Reports To:** CAO/Clerk

# PRIMARY FUNCTION:

Responsible to the Chief Administrative Officer/Clerk (CAO/Clerk), the Operations Manager is responsible for the efficient administration of the Roads, Parks, Building & Facilities, Campground, Marina, Pheasant Farm & Environmental Services departments of the Township of Pelee. The Operations Manager will lead, direct and coordinate the Department Managers of the Corporation in developing, implementing and administering the objectives, policies and programs as established and approved by Council in accordance with applicable by-laws and regulations.

# OPERATIONS MANAGER RESPONSIBILITIES:

* Liaise with managers daily to ensure necessary tasks are being completed and provide assistance where necessary. Lead and supervise staff in the performance of their duties in accordance with the work plans required to fulfill the various functions in each Department.
* Shall ensure that the organization, assignment and scheduling of work occurs according to Council policies, provincial policies and strictly observe the Occupational Health & Safety Act, and all relevant legislation and regulations.
* Assist in various departments to ensure that daily works tasks and special projects are completed in a timely manner i.e., plowing the airport in the winter, assisting in cutting firewood for the Campground, brush clearing, etc.
* Ensure that all work for maintenance and/or construction in all Departments meets the current municipal, provincial or federal standards and regulations when required.
* Responsible for ensuring that all department staff receives adequate training and professional development in their respective areas such as WHMIS, confined spaced, etc., and as deemed appropriate in accordance with approved budget appropriations.
* Monitor Departmental time sheets and review submissions for delivery to the CAO/Clerk; review and approve any overtime requests.
* Responsible for general Municipal Building Maintenance:
	+ General maintenance of the Municipal Office, Medical Clinic/EMS facilities.
	+ Oversees and sets up any contracted work necessary with Clerk’s authorization (for example plumbing and electrical)
	+ Budgets large work projects with Clerk’s assistance.
* Responsible to develop and recommend strategies, plans and budgets for all related departmental projects and annual operations;
* Assists in preparing and compiling budget estimates for the operations and their capital expenditures and revenues; monitor monthly budget as approved by Council.
* Overseeing the implementation of Health & Safety programs for operations and maintenance staff, to ensure safe work environments that meet all the requirements of the Occupational Health and Safety Act and regulations.
* Prepare reports and recommendations for Council review and approval on the day-to-day operations and new or proposed legislation or resolutions to address such recommendations.
* Attend regular or special Council meetings to communicate and interface with the Mayor, Council and general public on matters as required and carry out Council direction.
* Establish and maintain a liaison and positive relationship with the residents, business community, local boards and authorities, provincial and federal governments.
* Receive and respond to enquiries, complaints and emergency calls from the residents and general public, developers, agencies and other government levels.
* Attends necessary and/or approved educational workshops, seminars, webinars, meetings and conferences.
* Acts as a member of the Emergency Response team for Island wide emergencies under the direction of the Mayor and the Community Emergency Management Coordinator;
* This position is responsible for ensuring the necessary resources are available to conduct operations, maintenance for the various systems, and work with staff to ensure proper and safe work control procedures are followed.
* Perform other related duties as assigned by the CAO/Clerk.

**HUMAN RESOURCES:**

* Oversee and provide direction to outside Managers, including the Pheasant Farm, Marina, Campground and Parks, Roads and Environmental Services;
* Understand and ensure compliance of the Occupational Health and Safety Act and Regulations to ensure the health and safety of their direct reports.
* Understand and enforce the Township’s Health & Safety policies and procedures;
* Provide guidance and direction to Managers on work plans and monitor progress for efficient completion. Engage in ongoing feedback with regard to staff goals, objectives and performance.

**DECISION MAKING AND JUDGEMENT:**

Decision making/judgement required in the following areas:

* Develop daily work schedules and short and long-term plans. Makes numerous decisions under frequently changing conditions.
* Develop maintenance schedules for Township assets & infrastructure using the most effective methods to maintain service levels to residents.
* Identifying fundamental problems with regards to maintenance and service levels for related infrastructure and implement the best possible solution for issues.
* Identify long term capital projects for efficient and effective use of assets.

**Experience/Qualifications**

* **Education:** A college or university diploma or vocational certificate, or a mix of relevant education and experience related to job requirements will be considered.
* Familiar and competent in the use of Microsoft Word, Excel, Outlook and Internet Explorer.
* Proven supervisory and management skills through experience of a minimum of five years.
* A valid Class G drivers License.
* A valid DZ license or interest in obtaining.
* Experience in preparing operations and capital budgets, monitoring and tracking budgets and implementing cost saving techniques where possible.
* Technical/mechanical ability, with strong problem solving skills.
* Ability to drive a dump truck and tractor or interest in obtaining these skills.
* Ability to manage a number of employees in changing environments and changing Council priorities.
* Responsible for the overall management of outside services and operations departments, including responsibility for the coordination of all other departmental activities. Substantial mental effort is required.
* Must be able to work in an environment with numerous interruptions and conflicts. Ability to develop teams and build consensus is required.
* Negotiation, coordination, strategic planning, visioning and organizational skills are extremely important.
* A flexible approach is required in the constant search for efficiencies and implementing improved work methods. Tact, courtesy and political acumen is required.
* Strong communication and leadership skills to work in a team environment, that is detail oriented.
* Ability to think and act strategically in a political and community service environment, and to foster and contribute to a positive, productive and inclusive work environment.
* Ability to communicate in both verbal and written format.
* Ability to react to any emergency situation in a competent manner and make required decisions quickly, while following established protocols.