



JOB DESCRIPTION GENERAL MANAGER OF OPERATIONS March 2023

1. Nature and Scope of Work

Reporting to the Chief Administrative Officer, the General Manager of Operations is a member of the Senior Management team and provides strategic advice and direction for Engineering and Environmental Departments (hereinafter referred to as “the Department”).

The position oversees day-to-day functions and ongoing development and implementation of the RDEK’s strategic plan, encompassing all facets of engineering projects and services, flood control, utilities, mapping/GIS, solid waste, parks and trails, recreation, control services, and airport services.

The General Manager of Operations advises and collaborates with staff, the CAO and the Board of Directors (“the Board”) on strategic matters to ensure departmental work plans progress and leads a large department of skilled professional staff.

2. Duties and Responsibilities

(a) Human Resources

- Recommends to the Chief Administrative Officer, appointment, promotion, discipline and dismissal of all employees within the Department.
- Supervises direct employees in the Department.
- Conducts regular performance appraisals for direct staff within the Department.
- Ensures direct employees maintain the technical training required to adequately perform their duties.
- Ensures the safety of Department employees by providing a safety program and training employees accordingly.
- Provides direct leadership, mentoring and training to the Department staff in a manner compliant with applicable policies, procedures, and legislation.

(b) General Administration

- Oversees the general administration of the Department in accordance with good management practices and applicable policies, legislation, and bylaws.

- Responsible for the management and implementation of the Department directives of the Board and CAO.
- Attends Board and Committee meetings and makes recommendations as required.
- Attends public meetings and other meetings as required.
- In collaboration with managers and superintendents, prepares financial plans for the Department in consultation with the Chief Financial Officer.
- Prepares monthly reports to the Board on Department activities.
- Acts as a contact between the Department and other departments.

(c) Operational Matters

- Provides advice to the CAO and Board regarding any matter related to activities, projects, and responsibilities of the Department, including advice on legislation proposed or imposed by other levels of government of an engineering and environmental nature.
- Develops and recommends to the Chief Administrative Officer, policies and procedures for all operational matters related to the Department.
- Leads in the development and implementation of the Department's operational plan to ensure Department activities, programs, and goals are aligned with the RDEK Strategic Plan.
- Manages and administers all matters relating to the Department.
- In collaboration with the Solid Waste Superintendent, oversees all matters relating to solid waste.
- In collaboration with the Recreation Control Services Supervisor, oversees all matter relating to Central and Elk Valley parks, trails, and recreation facilities, invasive plant and mosquito control services, and the Elk Valley Regional Airport.
- In collaboration with the Engineering Services Supervisor, oversees all matters relating to engineering assets and services.
- In collaboration with the Recreation Services Superintendent, oversees activities related to the promotion and delivery of recreation services.

- In collaboration with the Utilities Superintendent, oversees all matters relating to sewer systems and water systems.
- Ensures all operations services are provided in accordance with RDEK Board policies and bylaws and that all development application fees are paid.
- Monitors all services for which the Department is responsible to ensure goals are being met and levels of service are appropriate, and recommends bylaw, policy and procedural changes when necessary.
- Liaison with the Board and staff, government agencies, consultants, contractors, organizations, and the public.
- In collaboration with managers and superintendents, administers contracts related to Department responsibilities.
- In collaboration with managers and superintendents, oversees the corporate Asset Management Plan.
- Participates in the Emergency Operations Centre (EOC) during activations, involving irregular hours and conditions, including on-call shifts and rotations.
- Other related duties as may be required from time to time.

3. Qualifications

- Completion of a degree in Civil Engineering or a related field or diploma in Civil Engineering Technology or related field with professional certification in British Columbia.
- Minimum 7 years experience in a local government setting with at least 5 of those years in a supervisory or management position or an equivalent combination of education and experience.
- Completion of at least Incident Command System 100 and Emergency Operations Centre Essentials.
- Possession of a valid British Columbia Driver's License.

4. Key Skills and Abilities

- Thorough knowledge of the administration, maintenance and operation of water and sewer systems.

- Working knowledge of flood mitigation and response and water level control works.
- Thorough knowledge of the administration, maintenance and operation of parks and trails, and solid waste management including landfill and transfer station operations.
- Working knowledge of invasive weed control enforcement programs, mosquito control programs, and small airports.
- Working knowledge of engineering principles related to the design and construction of storm water drainage, sanitary sewer, water, and other utility systems.
- Working knowledge of the operation of personal computers and software, in particular Microsoft Office, in a Windows and network environment.
- Ability to manage projects to ensure objectives, budgets, and timelines are met.
- Ability to communicate effectively both orally and in writing in the English language and to deal courteously, tactfully and diplomatically with elected officials, contractors, colleagues, employees, and the public.
- Ability to establish and maintain effective working relationships and to deal fairly, impartially and firmly with elected officials, developers, contractors, consultants, external agencies, other staff, and the public.
- Excellent written communication skills, with the ability to prepare clear and concise reports.
- Ability to prepare and interpret legislation, bylaws, agreements, and policies associated with Department responsibilities.
- Ability to supervise staff in a way that promotes a healthy work environment.
- Ability to organize work schedule to meet deadlines and priorities.
- Ability to lead others and proven skills in building organizational capacity.
- Ability to develop and manage budgets including providing strong financial oversight ensuring fiscal and program accountability.