



## CITY OF COLWOOD

### JOB DESCRIPTION

**TITLE: MANAGER OF ROADS & UTILITIES**

**DEPARTMENT: PUBLIC WORKS**

**POSITION TYPE: EXEMPT POSITION**

**LAST UPDATED: OCTOBER 2021**

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### **NATURE AND SCOPE OF WORK**

Reporting to the Director of Public Works, the Manager of Roads and Utilities manages the delivery of a wide range of services from roads and snow and ice operations to storm drainage and wastewater collection.

You are diligent about the processes required to deliver accuracy, quality, and competence in the progressing scope of roads, stormwater, and wastewater services. You manage the ability of residents and visitors to “get-around” the City of Colwood by ensuring clear, safe, and well-signed roads and parking spaces throughout the City.

### **POSITION SPECIFIC PERFORMANCE EXPECTATIONS**

Accountable for **financial and operational performance** by ensuring systems are developed and applied to provide timely and accurate analysis, creation, implementation, and reporting for Roads and Utilities service areas– including.

- Service Level Review – annual review and update of Council expectations, priorities, and areas of focus in the following service areas:
  - Snow Maintenance & Ice Management
  - Road System Maintenance
  - Stormwater system
  - Wastewater collection system
  - Annual development of new initiatives, review of existing services levels (expectations, “going-well”, “needs improvement”, priorities, etc.)
- Operating Budget –you construct and support your department’s annual operation budget (incl. wages and benefits) and manage:
  - timely and accurate forecast reporting, including variance rationale.
  - allocation of expenses and cost controls within the approved amounts
  - in-the-year changes to approved budgets
- Capital Budgets – timely submission of projects including coordination of plan or project proposal and implementation with related departments
- Identifying and implementing performance metrics and benchmarking to understand operational expenses and proposed business enhancements.
- Developing appropriate “business case” to present specific or alternative outcomes (for example –hours of operation, business and staffing levels, service

- enhancements, etc.)
- Overseeing and directing the inventory and activity controls and functions associated with equipment, tasks and supplies required in service delivery.
- Evaluating and adapting staffing levels, skills/qualification allocation, scheduling for business demands, operational needs, and absence management.
- Allocating own time and resources to ensure priorities are ranked and optimum workload productivity and personal wellness are targeted.
- Overseeing the development of scope, specifications of bid documents for a variety of Roads and Utilities -related designs, construction, and maintenance projects.
- Responsible for the recommendation for contract awards and coordination of the review of contractor’s performance for a variety of Roads and Utilities -related services.
- Responsible for the coordination, review, and approval of the work of independent service providers, including consultants for Roads and Utilities specific maintenance and construction contractors.
- Represents the City in negotiations with other agencies, utilities, groups, and individuals on a wide variety of issues pertaining to Roads and Utilities related services.
- Coordinates condition assessments of the City’s Roads and Utilities related infrastructure systems.
- Works to ensure conformance with all Provincial and Federal Legislation, Policies and Regulations, in relation to Parks related services

Ensuring a **performance management** system in the Roads and Utilities department:

- Approach to recruitment and selection identifies “fit” for positions and for a respectful, productive work environment (balance of skills, experience, qualifications, and key characteristics).
- On-boarding and on-the-job training is comprehensive and supports workplace culture and performance expectations:
  - ensuring Roads and Utilities employees are trained, engaged and efficient in performance of their duties
  - conducts performance conversations and follows-up with performance management documentation (performance logs, written discussion summaries, performance evaluations, departure packages. etc.)
  - regular performance feedback is provided; individual 1:1, departmental team meetings, open-door practiced, recognizes good work and provides opportunities for social connection.
  - fosters workplace and personal wellness practices that result in productivity and reduced absenteeism.
- Oversees **execution of the City’s Health and Safety policy** in Roads and Utilities:
  - department H&S program and practices are clear and ensure employee understanding and accountability following organization on-boarding.
  - incident investigations and follow-up ensure employees are coached on incident, injury and accident prevention and practices are adapted and communicated when necessary.
  - implementing standards of departmental and project safety practices that seek no lost time, lost days or damage to individuals, property, equipment, or the environment.

- A system is in place to document relevant certifications as required for specific duties (use of power equipment and tools, etc.)
- Development, delegation and regular interaction with Roads and Utilities Supervisors to.
  - Ensure daily, weekly, and monthly tasks and objectives are achieved.
  - Build skills, address, and adapt to necessary equipment, weather, and operational changes of grounds crews.
  - Exchange information, ideas, and suggestions with employees across departments.
  - Ensure performance standards are observed and addressed (encourage positive behaviour/performance, correct poor examples immediately)
- Future-focus of team development, by; identifying hi-potential qualities and developing a succession plan for these individuals
- Employee relations programs and coaching (recognition, social engagement, team spirit) strive to achieve exceptional performance, department morale and retention.

Confident and **professional communication and leadership demonstrated by:**

- Strong command of English language – vocabulary, document writing practices for business letters, reports, data presentations, technical documents, etc. strong articulation in English language for purpose of council, public and external agency communication.
  - Adapting method of information delivery (verbal, written, electronic) as appropriate to the “audience” – public, internal, council, external agencies, etc.
  - Strong standards of documentation and accuracy (factual) information with demonstrated ability to articulate and respond with expertise.
  - Effective presentation of reports, council briefings, proposals, etc. to council, external agencies, in other public forums with authority and confidence.
- Understanding the structure of the City of Colwood and directing inquiries, responding, and collaborating with confidence, in such interactions as:
  - lending expertise to planning sessions associated with Development and capital projects
  - partnering/collaborating with internal departments to adapt existing guidelines, plans, procedures to meet needs of council, residents, etc.
  - fostering effective working relationships with Community Development, Bylaw, RCMP, etc. in coordinating efforts on a variety of issues, initiatives, and plans.
- Taking the lead on making contact and having conversations with co-workers (internal stakeholders), residents and visitors, suppliers, associated or provincial/regional agencies, etc.
- Exercising discretion on what, when and how information should be shared and ensuring confidentiality of information (financial, business, employee) always.
- Adapting to and implementing change as a positive and progressive requirement and engaging and influencing employees and coworkers to buy-in.
- Demonstrating leadership behaviours in all interactions, specifically; respect, resourcefulness, listening (with intent to hear), solutions-focus, teamwork, humour, questioning, analytical, empowerment, assertive, fair, knowledgeable



Performs other related duties and acts in capacity for the Director of Public Works, as required from time to time.

### **MINIMUM TRAINING AND EXPERIENCE REQUIRED\***

- Completion of a diploma program (minimum 2 years) in Civil Engineering Technology or a related discipline, plus related experience in a municipal setting; or an equivalent combination of training and experience.
- Considerable knowledge and experience in the maintenance, installation, and repair of municipal sewer & drainage services and facilities and the application of engineering principles related to hydrology, storm water management, best management practices.
- Considerable knowledge of and directly related experience in streets and construction and maintenance operations.
- Considerable experience and training in administering a snow and ice control program.
- Minimum five (5) years of technical experience directly related to the areas of supervision.
- Minimum of five (5) years of progressive supervisory experience, including experience managing large teams of staff.
- Demonstrated experience in recruiting, dealing with discipline, representing the Employer at grievance hearings and resolve/deny grievances and experience in applying policies and collective agreements working in consultation with Human Resources.
- Excellent verbal and written communication skills, and experience writing and preparing reports and presenting results and recommendations to a variety of audiences, including Council, residents, senior leadership, staff, and stakeholders.
- Experience creating short- and long-term work plans.
- Experience preparing and managing capital and operating budgets, and contract administration.

*\*An equivalent combination of education/training and experience may be considered*

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of road rehabilitation and maintenance and drainage systems including theory, principles, practices and techniques of public works, traffic engineering, and public works maintenance functions.
- Considerable knowledge and experience in the maintenance, installation, and repair of municipal sewer & drainage services and facilities and the application of engineering principles related to hydrology, storm water management, best management practices.
- Considerable experience and training in administering a snow and ice control program.
- Further training in municipal infrastructure operations, project management, EOC, or business-related areas an asset.
- Well developed interpersonal skills, including strong conflict resolution and customer service skills and experience.
- Knowledge of, and experience mitigating, staff and public safety hazards.
- Proficiency with MS Office, GIS, and asset management software.
- Strong working knowledge and the ability to interpret, explain and adhere to the requirements of all applicable federal, provincial, and local laws, codes and regulations.
- Strong understanding of the requirements of Occupational Health & Safety rules and regulations under WorkSafe BC legislation.

- Strong understanding of the principles and practices of public administration, including budgeting, purchasing and the maintenance of public records.
- Demonstrated ability and experience supervising a team using the principles and practices of management and supervision, including experience working in a unionized setting, working knowledge of collective agreements and Human Resource policy administration.
- Ability to assist in the planning, direction and integration of Public Works programs and activities.
- Ability to analyze field engineering and maintenance issues and problems encountered on job sites and the ability to evaluate alternative solutions and develop sound conclusions, recommendations, and courses of action, and engage the Director of Public Works or higher levels in complex decision making.
- Ability to evaluate management practices and adopt effective courses of action.
- Ability to develop clear, concise, and comprehensive technical reports, correspondence, and other written materials.
- Ability to exercise sound, independent judgment within general policy guidelines and ensure standards are being maintained.
- Ability to establish and maintain effective working relationships with City Council, officials, other governmental and regulatory officials, staff, private and community organizations, developers, contractors, and others encountered in the course of work.

### **REQUIRED COMPETENCIES**

Demonstrated proficiency in the core competencies of:

- Adaptability: Willingness to be flexible in a changing environment.
- Relationship Building: Establish and maintain respectful and cooperative working relationships.
- Effective communication: Communicate effectively with others.
- Problem Solving: Recognize and act to resolve problems.
- Organization: Organize the work so that others will understand and will be able to achieve the City's goals as communicated by senior staff.
- Customer Focus: Provide excellent service to both internal and external customers.

Leadership competencies:

- Use best judgment in anticipating future needs, opportunities, and risks. Use a proactive approach to act and achieve desired outcomes.
- Innovation: Strive for innovation; champion appropriate new ideas and creative solutions.
- Change Management: Actively promote appropriate change as a necessary business function. Lead people through transition and change.
- Personal insight and rapport: To the extent that these values are made available, demonstrate Colwood's values, awareness of strengths and weaknesses, seek feedback, fulfill commitments, and demonstrate courage to do what is right.
- Compassion, empathy, integrity, and strength of character.

### **REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS**

- Possession of a Class 5 BC Driver's Licence.