PURPOSE OF POSITION

As a member of the Senior Management Team, provides effective leadership to the Infrastructure and Operations team including management of roads and bridges, water supply and distribution, storm water management, and maintenance of public facilities/buildings. The Director will be accountable for the administration and management of all infrastructure including efficient staffing, budgets, strategic planning and legislative compliance and will provide expert advice and sound recommendations to the CAO/Town Manager and Council on infrastructure operating and capital needs, as well as corporate operational and business plans.

OVERALL SCOPE OF POSITION AND CONTROL OF CORPORATE RESOURCES

Scope of Position
Authority from Council, its by-laws, resolutions, management practices, strategic plans and other expressions of corporate resolve. Ensures compliance with all relevant legislation.

Control of Corporate Resources

People (Human Resources)
- Reports to the CAO/Town Manager and works with the Senior Management Team to provide organizational leadership and direction for the administration of the municipality and to collectively implement the Town’s vision and strategic direction.
- Plans, organizes, motivates and controls through an organization of superintendents and employees that places responsibility and decision making processes as close to the appropriate level as possible.
- Ensures effective and efficient utilization of human resources within the department and collaboratively with other departments.

Finance
- In conjunction with the CAO/Town Manager and Director of Finance, holds authority and accountability for departmental finance and accounting (operating
budgets, capital forecasting, revenues, expenditures, payrolls, controls) within the corporate framework.

- Responsible for effective risk management, liability control and due diligence measures.

Material and Information

- Makes certain that information is shared appropriately within the Public Works Departments and Parks, within the corporation, with patrons and the public.
- Directs the establishment and management of maintenance management programs for all equipment and ensures that all inventories are kept in good supply.

MAJOR RESPONSIBILITIES

- As part of the Town’s Senior Management Team, participates in setting priorities and implementing the Town’s Strategic Plan, and the management of corporate goals consistent with Council’s policies ensuring that all services are delivered effectively.
- Assists the CAO/Town Manager in determining long and short term organizational planning, including the structure of the organization through the design, maintenance and review of all facets of the organization and departments.
- Oversees the Town’s infrastructure and capital construction programs; oversees the application of Town standards; monitors processes and facilitates the resolution of problematic issues; oversees and directs the development of engineering and operations strategies.
- Monitors, reviews and evaluates administrative and service delivery processes with a view to a “best practices” approach; prepares periodic reports to the CAO/Town Manager and Council on service delivery changes and program/performance enhancements.
- Makes presentations and provides advice/guidance on plans and strategies related to engineering studies, and significant new or pending legislation and regulatory guidelines.
- Makes recommendations on the hiring of consultants and contractors to assist with/undertake major departmental and corporate projects/studies as required; monitors their work and administers/oversees the administration of agreements in accordance with Town by-laws, policies and procedures.
- Provides visible and positive leadership to all employees within the Public Works Departments.
- Responsible for the development and implementation of the annual and multi-year budgets and asset management plans within the Public Works Departments and Parks, to set priorities, to allocate resources and deliver results in accordance within the overall organizational strategic vision.
- Ensures an inclusive, successful and collaborative organizational culture while supporting a learning environment and positive employee relationships.
- Encourages all staff to seek efficiencies, continuous improvement and innovation in the operation and services provided by the Public Works Departments.
• Establishes and maintains strong relationships with colleagues, elected officials, external agencies and the community.
• Ensures that Council-approved policies and procedures, including records documentation and retention, are observed and adhered to by all divisions and all employees within Infrastructure & Operations.
• Implements Council directives and decisions with follow-up on implementation and corrective actions as required.
• Oversees maintenance and operations for the Department’s physical assets, and ensures maximum risk management and due diligence is identified and assessed, mitigating potential liability exposure.
• Directs employee performance reviews and appraisals, and encourages employee training for current responsibilities and future succession planning initiatives.
• In conjunction with the CAO/Town Manager resolves employee disputes and disciplinary matters as they arise.
• Recommends departmental and staffing changes from time to time that provide departmental efficiencies and enhanced customer service.
• Directs that all transportation, parks and water supply and distribution system components (roads, bridges, equipment, buildings etc.) are in good repair and safe, and that supplies are properly inventoried.
• Attends Council and committee meetings, responds to queries, advises and communicates on infrastructure and operations issues.
• Arranges formal and informal communication mechanisms to meet with repeat and regular users of infrastructure and operations to encourage feedback on the quality of services and discuss problems and potential resolutions.
• Ensures that employees provide excellent customer service and all citizen / taxpayer complaints are addressed in a professional manner.
• Undertakes special projects and performs other duties as assigned in accordance with corporate objectives.
• Ensures a safe and healthy environment for employees and the public.
• Acts as an on-call speaker for community groups/associations, business groups and other key stakeholders.

Position Requirements

Education
• University Degree in Civil Engineering and a registered Professional Engineer (P.Eng) under Professional Engineers of Ontario (PEO)
• In the alternative a College Diploma in Civil Engineering with a Certified Engineering Technologist (CET) designation from the Ontario Association of Certified Engineering Technicians and Technologists. (OACETT)
• Certification in water treatment and distribution and roads
• Possess and maintain a valid unrestricted Ontario Driver’s License (minimum Class G)
Experience

- Eight (8) to ten (10) years of progressively responsible experience in a managerial environment with all categories of employees.
- Experience in a municipal infrastructure environment or other similar public sector environment would be a definite asset.

Job Skills

- Managerial capability that has been tested under stressful situations and with organizations that are growing and changing.
- Ability to think and act corporately and to be a strong voice for sustainable roads and water supply, environmental assets and services, parks and cemeteries within the corporate environment and the community.
- Knowledge of engineering requirements for technical solutions and maintenance requirements of municipal infrastructure.
- Computer literacy utilizing word processing, spreadsheet and presentation software, SCADA and the Internet.
- Excellent interpersonal skills and ability to communicate effectively with all levels of the organization, the community and elected officials.
- Ability to organize, manage and promote public services and utilize resources effectively.
- Ability to think and act strategically but with compassion.
- Excellent organizational skills and perseverance to manage many projects at once.
- Good communication and public relation skills, both written and verbal.

Effort

Mental
Nature of the position requires the ability to think "outside the box" and align infrastructure and operations with other organizational operations and services to provide the best overall public services for the citizens of Erin. Any errors or miscommunication may result in organizational and political issues and cause community misunderstanding.

Physical
Mobility, Hearing, Visual

Decision Making and Judgment
Carries the authority and the accountability to manage all divisions of infrastructure and operations, to be the principal policy advisor and communicator on the various services, including roads, water, parks, cemeteries and related infrastructure, and to be part of the Senior Management Group.

Interpersonal Skills and Contacts
Strong internal working relationships at high levels with the CAO/Town Manager, other Senior Management Team colleagues and Council over the development of policy, ensuring that what council decides is completed in a timely manner. Manage extensive
external contacts at a high level by representing the Town of Erin in dealings with organizations and stakeholders who are engaged in infrastructure and operations.

**Working Conditions**  
**Environment**  
Contemporary municipal office conditions, offsite infrastructure and building sites, Council chambers, and public meetings.

**Control Over Work Schedule**  
Despite best efforts at organizing time, work is subject to interruption and extra time will be required during peak periods and special requirements.