

## MUNICIPALITY OF NORTH MIDDLESEX

### MANAGER OF INFRASTRUCTURE AND OPERATIONS

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<b>DEPARTMENT:</b>	Infrastructure and Operations
<b>REPORTS TO:</b>	Chief Administrative Officer (CAO)
<b>HOURS OF WORK:</b>	40 hours/week
<b>POSITIONS SUPERVISED:</b>	Engineering Technologist; Drainage Superintendent, Manager of Public Works

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#### POSITION SUMMARY

As a member of the Senior Management Team, provides effective leadership to the Infrastructure and Operations Department including management of roads, bridges and municipal drains; for oversight of our service provider for drinking water supply and distribution and waste water treatment; and, maintenance of public buildings. The Manager 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 and Council on the department's operating and capital needs as well as 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 Council and works with the Senior Management Team to provide organizational leadership and guidance for the administration of the Municipality and to collectively implement the Municipality's vision and strategic direction.
- Plans, organizes, motivates and controls through an organization of managers 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 and the Municipal Treasurer, holds authority and accountability for departmental finance, accounting and asset management (operating budgets, capital forecasting, revenues, expenditures, payrolls, controls) within the organization's framework.
- Responsible for effective risk management, liability control and due diligence measures.
- Regularly monitors expenditures in relevant budget areas, making adjustments in spending as needed to comply with budget targets; finding new efficiencies in operations.
- In coordination with the CAO and Municipal Treasurer, identify grants and sources of funding, including partnerships pertaining to the Infrastructure and Operations Department.
- Manage and purchase of required supplies, equipment and contracted services including preparing requisitions and/or purchasing within budget.

## **Material and Information**

- Makes certain that information is shared appropriately within the Municipality, the Department and with the public.
- Responsible for the gathering and managing of suitable geographic and geospatial information and data.
- Directs the establishment and management of proper asset life cycling and maintenance programs for all equipment and ensures that inventories are kept in good supply.

## **Planning**

- Liaison with the Municipal Planner, coordinating planning applications to determine complete applications;
- Liaison with legal counsel coordinating agreements for site plans & subdivisions.
- Create engineer correspondence that protects the Municipality's interest while ensuring appropriate and orderly development;
- Provide written report to the Municipal Planner;
- Ensure application timelines are met;
- Work with applicants and stakeholders to resolve issues arising from planning applications, when required.

## **PRINCIPAL DUTIES**

- As part of the Municipality's Senior Management Team, participates in setting priorities and implementing the Municipality's Strategic Plan and the management of corporate goals consistent with Council's policies ensuring that

all services are delivered effectively and efficiently.

- Assists the CAO in determining short and long-term organizational planning, through design, maintenance and review of all aspects of the department.
- Oversees the Municipality's infrastructure and capital construction programs; ensures the application of Municipal standards; monitors processes and facilitates the resolution of problematic issues; and directs the development of engineering and operational strategies.
- Monitors, reviews and evaluates administrative and service delivery processes with a view to a "best practices" approach; prepares periodic reports to 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 projects/studies as required; monitors their work and administers/oversees the administration of agreements in accordance with Municipal by-laws, policies and procedures.
- Responsible for the development and implementation of the annual and multi-year budgets and asset management plans within the various sections of the Department, to set priorities, allocate resources and deliver results in accordance within the overall organizational strategic vision.
- 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 sections and employees within the Infrastructure and Operations Department.
- Attends Council and committee meetings, responds to queries, advises and communicates on infrastructure and operations matters.
- 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 that all transportation and road network components (roads, bridges, equipment, buildings etc.) are in good repair and safe and that supplies are properly inventoried.
- Oversee water and wastewater supply and distribution system components are in good repair and safe and that supplies are properly inventoried.
- Employee performance reviews and appraisals, and encourages employee training for current responsibilities and future succession planning initiatives.

- In conjunction with the CAO and Human Resources, supports and resolves employee disputes and disciplinary matters as they arise from within the department.
- 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 Public Works, Water and Sewer and Drainage.
- 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 and timely 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.

## **SENIOR LEADERSHIP**

- Participate as a member of the Corporation's Senior Management Team.
- Participate as a member of the Corporation's Senior Management Team, in the overall management of the Municipality. The senior management team, functions as a team to execute the following shared responsibilities:
  - provide strategic leadership and direction to the Municipality;
  - ensure alignment and coordinated leadership of all functional areas and services;
  - ensure effective operating systems across the organization;
  - set and ensure operating standards, consistent with policies and municipal by-laws;
  - consult and make decisions on matters that impact multiple work teams or services;
  - manage risk, address problems and assess opportunities on an ongoing basis;
  - ensure health and safety and positive work environment for employees;
  - review policy and address issues related to policy and procedures; and
  - support and enable the work of the CAO and Council, as required.
- Act as a project leader (when assigned) on corporate-wide improvement project(s).
- Undertake special projects and perform other duties as assigned, in accordance with departmental or corporate objectives.

- Work in compliance with, and ensure staff is knowledgeable of and in compliance with, the Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes, departmental policies/procedures/practices, operational guidelines, and perform safe work practices.

## **PREFERRED QUALIFICATIONS**

- An engineering degree or diploma with a Professional Engineering designation (such as P.Eng. or C.E.T.)
- A minimum of seven (7) years of experience in a municipal leadership position.
- Knowledge of engineering requirements for technical solutions and maintenance requirements of municipal infrastructure.
- Possess and maintain a valid unrestricted Ontario Driver's Licence (minimum Class G)
- Computer literacy utilizing word processing, geographic information systems, global positioning systems, spreadsheet and presentation software, and the internet.
- Excellent organizational, verbal and written communication skills and interpersonal skills.
- Superior project management, facilitation, communication and presentation skills.
- Able to work independently or on a team working on multiple, complex and diverse projects.

## **CONDITIONS OF EMPLOYMENT**

Exposure to a normal office environment, offsite infrastructure and building sites, Council meetings and public meetings. Despite best efforts at organizing time, work is subject to interruption and extra time will be required during peak periods and special requirements.

*The Municipality of North Middlesex is an Equal Opportunity Employer. Accommodations will be provided upon request in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will only be used for the purposes of candidate selection.*