

## **OPERATIONS SUPERVISOR**

### **1. Nature and Scope of Work**

This is supervisory technical work related to the maintenance and construction of roads, sidewalks, drainage, waterworks, sanitary and storm systems, and/or other municipal services in accordance with municipal standards. An incumbent of this class coordinates the work of subordinate units and has full accountability for the general effectiveness of all operations. An incumbent of this class performs a variety of administrative duties related to the work, including completing daily timesheets, responding to internal and external inquiries, attending meetings, providing advice and making recommendations related to the work. Considerable independent judgement is exercised in carrying out and delegating assignments. Assignments are received from a superior or may be self-initiated. Work performance is evaluated by a superior for efficiency of operations, adherence to established standards, and achievement of objectives.

### **2. Illustrative Examples of Work**

Plans, schedules, assigns, reviews, evaluates, supervises and as required, participates in the work of subordinates engaged in repair, maintenance, servicing, installation and construction activities for sewers, waterworks, dikes and drainage, roadways, facilities and related municipal infrastructure; establishes work schedules and work plans; oversees the work of other municipal employees and contractors engaged in projects; and provides updates to superior on issues that arise.

Performs a variety of administrative duties related to the work, including absence requests; completes daily timesheets; task tracking; responds to internal and external inquiries; attends team meetings as scheduled; provides advice and makes recommendations related to the work; creates reports as required.

Inspects and supervises work during progress and upon completion for workmanship and conformance with design specifications; makes adjustments as required.

Selects, allocates and motivates subordinates; addresses disciplinary problems, referring the more serious matters to a superior.

Conducts or assists a superior with performance evaluations of subordinates.

Ensures the safety of crews and the public, focusing on accident and prevention; establishes and monitors work norms and safe work methods of daily work tasks; orients, evaluates and provides training on equipment and tools.

Conducts site inspections for work performed by staff and contractors to ensure schedules, specifications and safety standards are being met.

Investigates and answers public inquiries and complaints; takes appropriate remedial action to resolve; maintains effective public relationships with the community; prepares information on issues of public concern.

Performs a variety of tasks related to the work; purchases supplies; materials and parts procurement; reviews engineering drawings; plans work processes.

Monitors expenditures in relation to approved budgets.

Prepares operating reports and related records.

Provides assistance to other departments during inclement weather conditions, when required to meet staffing needs and service levels.

Participates in the work as required.

Responds to emergency calls during off-shift hours.

Performs related work as required.

### 3. Required Knowledge, Abilities and Skills

Thorough knowledge of the methods, practices, procedures, materials and equipment used in the work.

Considerable knowledge of the standards, rules, regulations, bylaws and codes applicable to the work.

Considerable knowledge of the hazards and safety precautions related to the work.

Ability to plan, assign, review and supervise the work of crews engaged in public works operations, and to coordinate work with contractors, other branches and external agencies as required.

Ability to read and understand as-built drawings, plans and specifications as they relate to municipal infrastructure.

Ability to prepare and maintain a variety of computerized and manual records, reports and estimates related to the work, and to monitor budgets.

Ability to establish and maintain effective working relationships with a variety of internal and external contacts, and to deal tactfully and effectively with the public.

Ability to perform all supervisory operational duties with a high degree of initiative and independence of action and judgement.

Ability to carry out physical tasks required in the work, and to work outdoors in all kinds of weather.

Skill in the use of tools, equipment and materials used in the work.

4. Desirable Training and Experience

Completion of Grade 12 supplemented by a Diploma in a field related to the work plus considerable related experience, including supervisory experience; or an equivalent combination of training and experience.

5. Required Licenses, Certificates and Registrations

Unrestricted Class 3 Driver's License with Air Endorsement for the Province of British Columbia.

EOCP Waste Water Collection – Level II.

EOCP Waste Water Distribution – Level II.