

**JOB DESCRIPTION
DEPUTY DIRECTOR OF OPERATIONS**

Date Prepared: November 14, 2023
Supersedes: -
Reports To: Director of Operations
Department: Operations
Classification: Exempt

Position Summary

Assists in the planning, organization, and direction of operational and maintenance activities related to wastewater treatment and collection, water treatment and distribution, streets, sidewalks, parks, arenas, garbage collection, curbside recycling, and other Municipal facilities.

Key Job Duties:

Program Development and Implementation

- Organizes, coordinates, and supervises public works, operations, and parks maintenance.
- Coordinates town buildings maintenance and repairs.
- Cemetery operations.
- Assists in the development and implementation of standard operating procedures.
- In conjunction with the Director of Operations, schedules construction projects as may be undertaken by the Municipality's Operations staff.
- Assists with fleet management.

Operations – Administration/Working Function

- Assist with operational program development and asset management functions.
- Manages departmental staff in accordance with the Collective Agreement including training, recruiting, discipline, mentoring, and performance management.
- Prepares policies, Bylaws, and related updates in consideration for the efficient management of the Department.
- Prepares reports for Council meetings and special reports, as required.

Customer Service/Communications

- Provides high levels of customer service to equipment operators and Town departments.
- Provides information and recommends solutions to the general public in regard to public works, parks, arenas, and public buildings.
- Deals promptly and courteously with requests and complaints from citizens with respect to the operations of Municipal services.

Risk Management/Health and Safety

- Practices effective health and safety practices, security and risk management policies and procedures at all times.

- Ensures the maintenance of safe working conditions, in accordance with WorkSafeBC regulations and the Town's Joint Occupational Health and Safety Program.
- Observes and reports work site hazards.
- Conducts safety meetings and tailgate talks.

Leadership and Supervisory

- Participates as a team member ensuring high performance and service in the Operations work areas.
- Assists in supervising Town arena operations.
- Provides approval for leave requests and overtime work.
- Sets quality standards and service commitments for departmental staff.
- Provides coverage for the Director of Operations during time away.
- Performs other related duties as may be required and assigned from time to time by immediate supervisor.

Financial

- Monitors expenditures for projects, maintenance and repair functions, equipment, and supplies.
- Provides input on cost estimates for capital and operational budgets.

Qualifications:

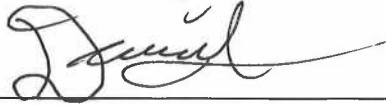
- Education:
 - High School Graduation
 - Technical Trade post-secondary education or diploma in Civil Engineering Technology.
- Certification:
 - EOCP Level I or II in water distribution and wastewater collection.
 - Valid class 5 BC Driver's License,
- Safety Certification and Other Licenses:
 - Level I First Aid with CPR.
 - WHMIS.
- Desirable Certification and Training:
 - Certified Public Works Supervisor Program.
 - BC Environmental Operators Certification Program member.
 - Confined space training.
 - WorkSafeBC training.
 - Public Administration Certification.
- Experience:
 - At least 5 years' experience in public works, utilities, parks, arena operations with progressive supervisory experience in a unionized environment or an equivalent combination of education, training, and experience.

Skills and Abilities:

- Develops and maintains effective workplace relationships with employees, other agencies, and the public.
- Demonstrates tact and diplomacy.
- Plans and organizes daily work.
- Makes effective decisions.

- Ability to function independently and under pressure to manage projects and in emergency situations.
- Excellent problem-solving skills.
- Skill, ability, knowledge of all functions detailed in the job description.
- Thorough knowledge of Town policies, bylaws, materials, and equipment relating to the Operations department.
- Ability to work in a variety of weather conditions, including winter driving conditions.

Approved by:



for Town of Smithers

Sign Off:

Employee

December 22, 2023
Date

Date

