

Town of South Bruce Peninsula

Operations Supervisor

Position Description

(Geographical area of Town split into two positions)

Reports to: Manager of Operations Status: Full Time

Last Revised: June 2022 Hours: 40 per week

Summary of Duties

To supervise Public Works maintenance programs and construction projects carried out by the Public Works Department. The Operations Supervisor provides on-site leadership and technical guidance to Public Works staff under his/her control as well as support services to the Manager of Operations.

Qualifications

1. Diploma from a three-year college program in a directly related field or equivalent education and experience. Certification or eligibility to obtain C.E.T or C.Tech. designation is preferred.
2. Minimum five (5) years experience in municipal Public Works setting, including experience in road maintenance and drainage works, as well as municipal infrastructure construction. Previous supervisory responsibility would be an asset.
3. Technical knowledge and skill relating to topographical survey, drafting/drawing, engineering calculations (i.e. culvert sizing, slope, etc.) and open channel flow, and sound understanding of engineering principles, best practices, resources to consult/reference, and considerations relating to drainage, soil mechanics, surveying, road construction, water and wastewater
4. Certified Road Superintendent certification preferred
5. Roads management and maintenance knowledge as gained through the Certified Road Supervisor designation
6. Strong organizational and supervisory skills, generally gained through experience in a similar position
7. Knowledge of the Occupational Health and Safety Act
8. Familiarity with Public Works standards and levels of service requirements
9. Ability to operate and instruct others in the safe operation of equipment
10. Safety training, including Health and Safety, WHMIS and First Aid courses
11. The work requires excellent communication, conflict resolution and public relations skills to deal tactfully with the public and co-workers.
12. Must be familiar with OPSS (Ontario Provincial Standards and Specifications), OPSD (Ontario Provincial Standard Drawings) and MUTCD (Manual of Uniform Traffic Control Devices), OTM (Ontario Traffic Manual)

13. Excellent time management skills required
14. Ability to work independently and to manage staff
15. Experience with the administration of Collective Agreements and labour relations with a unionized workforce is preferred.

Responsibilities

(Each Position Responsible for Assigned Area)

1. Works with the Manager of Operations to organize, supervise and implement work activities of the Public Works operations staff according to planned targets, procedures and priorities, available manpower and equipment, plus contractual work for operations
2. Assesses conditions, then takes appropriate action during disruptions of services caused by storms, damage, emergencies, etc.
3. Undertakes/arranges regular maintenance and repair or replacement of the Town's equipment, fleet and infrastructure within budget guidelines
4. Maintains accurate records relating to work plans, staff schedules and other Public Works documentation
5. Supervises and/or assists in winter maintenance activities according to the policies adopted by Council to meet the needs of the municipality.
6. Maintains a working knowledge of the Minimum Maintenance Standards for Municipal Highways under the Municipal Act
7. Ensures that roads and sidewalks are regularly patrolled and maintained in compliance with Minimum Maintenance Standards within the constraints created by staffing, budget and Council's direction. When conflicts arise between policies/service level and the regulations/requirements, bring the issue to the attention of the Manager of Operations or the Director of Public Works
8. Works with all Public Works staff to ensure the safe operation, security and maintenance of municipal equipment
9. Required to respond to phone calls at all times, day and night. Required to participate in an "on call" schedule after hours and weekends to handle Public Works emergencies
10. Attendance at Ontario Good Roads courses and/or community college in related areas of study
11. Oversees the operation and maintenance of the landfill site including arranging staffing schedules, completing inspections, resolving issues, and educating the public on proper waste management practices.
12. Receives service requests by phone, mail or in-person either from Town office or directly from the public; investigates and records disposition of service requests
13. Makes small purchases in accordance, with town policy and delegated authority
14. Provides recommendations and collaborates with department staff to assist with the preparation of the annual budget relating to Public Works operations and capital fleet replacements
15. Assists with tender/request for quotation/request for proposal preparation, review, and evaluation as required

16. Arranges the installation of signs, including traffic signs, construction signs, tourism signs and advisory signs, and monitors the Town's sign inventory network for completeness, accuracy, correctness and retro-reflectivity
17. Reviews and approves entrance, road/sidewalk cut, and other Public Works permits, documenting pre- and post-construction conditions
18. Reviews construction drawings for both content and interpretation
19. Completes underground locates in the field, preparing locate diagrams as required, providing to Public Works Office Coordinator for processing, and responding to inquiries from staff, excavators and On1Call representatives
20. Approves utility layout requests from Bell, Hydro One, Union Gas, and other utility companies
21. Maintains a working knowledge of the Highway Traffic Act, and other municipal-related legislation
22. Carries out construction inspection and provides site reconnaissance/investigation as required
23. Winter and routine road patrol
24. Oversees Cemetery Operations including interments in three active cemeteries and regular maintenance in two inactive cemeteries.
25. Oversees the preparation of special event venues
26. Represents the corporation in interactions with the public
27. Exercises independence of action in mechanical maintenance and repair work, but keeps the Manager of Operations informed of major repairs
28. Other duties as assigned

Management/Supervisory

1. Oversees the recruitment (advertising, shortlisting, interviews and selection) and the onboarding and supervision of seasonal positions
2. With the Manager of Operations, participates in the recruitment process for permanent staff positions
3. Schedules and supervises the daily activities of assigned staff to ensure adherence to municipal standards, taking direction from the Manager of Operations as needed relating to key priorities/non-routine tasks
4. Manages employees according to the terms of prevailing personnel policies and collective agreement
5. Works with the Manager of Operations to ensure that occupational health and safety practices are strictly observed by all staff while performing their duties
6. May assume the responsibilities of the Manager of Operations in his/her absence
7. Provides leadership, guidance and supervision to full-time and part-time employees and contractors who work in the Town's Public Works facilities and with Public Works equipment
8. Conducts all Employee Performance Evaluations for the staff within their team
9. Exercises discipline in the form of oral warning with note to file; recommend other disciplinary actions to Manager of Operations if appropriate; may participate in grievance proceedings

Working Conditions

- Physical effort is required in the performance of mechanical duties, involving brain, eye and hand coordination and physical endurance.
- Mental effort required to identify operational and maintenance problems, to define them and to carry out required solutions.
- Works in presence of the public and has a relatively high public profile
- Risk of exposure to noxious chemicals, odours, confined spaces, noxious weeds, machine noises, heat and cold
- Required to handle emergencies any time, day or night. Hours of work include evening and weekend emergencies
- Frequent evening and weekend work call-outs
- Significant potential for dealing with irate or unreasonable members of the public
- Varied and uncontrollable range of activities; constant deadlines; frequent changes in priority
- Must meet expectations and accomplish tasks through the work of others
- Deals with labour relations concerns
- Requires visual and aural concentration, such as checking drawings, reading specifications, detecting product defects
- Often has to interpret Council policies to ratepayers