



## Come Work and Play in Campbell River

This is central Vancouver Island's all-season oceanfront gem. Many people are attracted by our city-on-the-move vibe; a lifestyle enriched by four seasons of play and wilderness adventure; plus, easy access by air and ferry. But for passionate community-builders, we offer even more – the opportunity to join an inclusive, service-focused team where you can make your mark and help grow a more equitable, resilient city for all.

### WHY APPLY

- ❖ Competitive compensation package including a salary range of \$131,400 to \$154,604, group benefits and defined benefit pension plan.
- ❖ Flexible work options, including compressed work week schedules or hybrid remote work arrangements.
- ❖ Generous vacation package – 6 weeks in 1<sup>st</sup> year.
- ❖ Relocation assistance provided.
- ❖ Be part of a dynamic and forward-thinking senior leadership team.
- ❖ Live in a growing City situated along 22.5 scenic kms of ocean front along the Discovery Passage.
- ❖ Make a tangible impact in your community and help build community partnerships.
- ❖ Influence a positive, respectful and inclusive workplace culture.

### HOW TO APPLY

Please send your resume with cover letter, quoting competition **24-051** via email to: [careers@campbellriver.ca](mailto:careers@campbellriver.ca)

Human Resources Department  
City of Campbell River  
301 St. Ann's Road  
Campbell River, BC V9W 4C7

This posting closes on **Sunday, May 26, 2024**



### WHAT WE'RE LOOKING FOR

Our ideal candidate will have:

- Degree in civil engineering or related field
- Eight (8) years progressive experience at a senior management level of municipal government or other public sector organization, with a distinguished record of success and effective leadership.
- Five (5) years senior level experience in leading the development and implementation of strategies, programs, and initiatives for civil engineering functions or municipal infrastructure.
- Membership in ASTTBC or EGBC
- Project Management Certification is considered an asset.
- Effective relationship building, strategic change management and cross-departmental collaboration are critical requirements of this role.

### WHAT YOU'LL BE DOING

The successful candidate will:

- Provide strategic direction and leadership for the Operations Division, which is comprised of Capital Projects, Water, Liquid Waste Services, Drainage, Parks, Roads, Fleet and Facilities Operations.
- Focus on developing and implementing strategic plans and goals for areas of responsibility.
- Lead a high performance team of managers in delivering programs and services that meet the needs of the community.

We sincerely thank all candidates for their interest: however, only those selected for an interview will be contacted.

## DIRECTOR OF OPERATIONS

<b>Approval Date:</b>	May 2024	<b>Division:</b>	Operations
<input type="checkbox"/> IAFF		<input type="checkbox"/> CUPE	<input checked="" type="checkbox"/> Management
<b>Title of Immediate Supervisor:</b>	City Manager		

### General Accountability:

#### Purpose and Scope

As a member of the Senior Leadership Team and reporting to the City Manager, the Director of Operations has accountability and responsibility for the Operations Division, which is comprised of Capital Projects, Water, Liquid Waste Drainage, Parks, Roads, Fleet and Facilities. The position provides overall strategic direction and leadership for these functions and departments, with an emphasis on developing and implementing strategic goals, driving progressive change, and contributing to a positive organizational culture through excellent delivery of service.

The Director of Operations leads and fosters the building of connections within the organization, with Council, and with the community. Effective relationship building, strategic change management practices and cross-departmental collaboration are critical components to this role.

The Director of Operations may delegate portions of their job responsibilities to managers within their portfolio but may not delegate or relinquish overall responsibility and accountability for the performance of their function.

### Nature and Scope of Work

#### Strategic Leadership

- Responsible for providing visionary leadership and strategic direction in Capital Projects, Water, Liquid Waste Services, Drainage, Parks, Roads, Fleet, Facilities and, and corporate leadership within a growing municipality, incorporating the priorities of Council.
- Responsible for managing employees who report directly through this position, including hiring, promotions, approval of training programs, verbal and/or written performance assessments, coaching, conflict resolution, discipline, and termination.
- Provides mentoring and general direction to reporting managers, with an emphasis on the planning, development and implementation of programs and services.
- Engages in ongoing short and long-range strategic planning in collaboration with reporting department managers to establish operational goals, complete with appropriate resource and service levels for each department.
- Supports reporting managers in the resolution of employee performance issues.
- Champions the corporate safety program for responsible departments and functions.

#### Operations

- Directs the ongoing management of Capital Projects, Water, Liquid Waste Services, Drainage, Parks, Roads, Fleet and Facilities, ensuring consistent, high-quality initiatives and programs in alignment with the City's strategic plans and corporate objectives.
- Ensures effective and efficient operation of responsible functions, in accordance with applicable policies, bylaws, and legislation, along with industry best practices.
- Oversees and recommends policy and service development in the areas of responsibility.
- Reviews work of responsible areas for attainment of objectives and co-ordination/alignment with the work of other

functions and/or departments within the organization.

- Ensures optimal cost and budget control by developing, implementing, monitoring, and reporting on the budget on a scheduled basis and by taking corrective measures as needed.
- Approves expenditures of funds up to established limits as approved in accordance with the City's resolutions and policy directives.
- Develops and/or oversees implementation of corporate organizational development strategies, following the principles of change management and utilizing strategic communications.
- Ensures that the City's values and the critical importance of effective and efficient working relationships are reflected in departmental processes, practices, leadership style, and culture.
- Represents the City and participates in various external committees to exchange information and provide the City's perspective as it relates to those committees and agencies.
- Ensures customer service focus is maintained by implementing continuous improvement processes for business development, setting standards for customer service, resolving conflicts and responding to feedback from customers.
- Oversees departmental operations to promote a positive labour relations environment while ensuring effective and expeditious responses to labour relations matters.
- Develops and fosters approaches to improve the organizational culture and climate to build employee engagement, satisfaction, growth, and retention.

#### **Strategic Projects & Initiatives**

- As a member of the Senior Leadership Team, liaises closely with all other members, working collaboratively to address corporate initiatives and challenges, providing strategic and timely advice, counsel and guidance on critical issues that have organizational and/or community impacts.
- Researches, conducts analyses, and develops plans and policies for projects and issues of a particularly complex or politically sensitive nature that may have City-wide implications.
- Ensures Council is kept up-to-date and informed on a variety of issues by providing reports and updates on projects and activities of responsible areas and attends regularly scheduled meetings of Council.
- Provides expert advice, recommendations and follow-up to Council and management on policy, legal, and complex issues as they pertain to all areas of responsibility.
- Develops, builds, and manages strategic external relationships and represents the organization with a consistent strong, positive image.
- Keeps major operational and capital projects on task and on budget by acting as Project Sponsor, by giving guidance and direction to the Project Manager, and by setting and monitoring budgets.
- Keeps abreast of trends and developments in municipal operations and recommends new and innovative approaches to enhance the performance of the City.
- Keeps current on Council strategic plan while developing strategies and managing resources to ensure priorities are initiated and implemented.
- All staff employed by the City of Campbell River will be required to assist the City during emergency events, including but not limited to an Emergency Operations Centre. Duties assigned during an emergency may differ from regular duties.

*These key duties are general descriptions of the principle functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*

#### **Necessary Qualifications**

##### **Technical knowledge and skills:**

- Thorough knowledge and understanding of civil engineering management best practices and principles related to the work.
- Thorough knowledge of the Community Charter and Local Government Act and related local government operations and governance, including city bylaws, policies, and procedures.
- An understanding of the current legal environment in which the municipality operates including applicable federal, provincial, and local legislation, regulations, standards and guidelines.

- Thorough understanding of the financial operating process of a municipal government, including budget formulation, and related legislation.
- Knowledge of human resources and labour relations practices and related legislation.
- A well-defined sense of objectivity, tact, and diplomacy as well as political astuteness.
- Strong technical skills related to interpretation of complex bylaws, resolutions, agreements, and contracts.
- High level of critical and logical thinking, analysis, and/or reasoning to identify underlying principles, reasons, or facts.
- In-depth knowledge and understanding of departmental and corporate long-range plans.
- An understanding of inter-government relationships.
- Fluency with all aspects of Microsoft Office Suite and departmental specific software.

**Key Competencies:**

- Collaboration and Negotiation
  - Works with others to foster mutual understanding of complex initiatives and sensitive situations, ensuring ideas, proposals and solutions from all participants are considered. Explains and advocates facts and ideas in a convincing manner while communicating and negotiating with individuals and groups. Works collaboratively to resolve conflicts as well as reach solutions that best meet organizational needs and goals.
- Communication
  - Expresses information, thoughts, and ideas clearly in different contexts, including technical reports and oral presentations to individuals and groups. Builds a culture that supports open and timely communication. Coaches others in giving and receiving feedback.
- Decision Making and Problem Solving
  - Analyzes situations, diagnoses problems, identifies key issues, and establishes and evaluates alternative courses of action in order to make concrete, well-informed, sound decisions that support the overall organization and demonstrate integrity. Exercises sound judgement in assessing and applying the impacts of decisions involving policy and procedures, guidelines, and legislation in various contexts.
- Leadership
  - Establishes credibility, influences others, encouraging, motivating, inspiring, and supporting others to deliver. Has the ability to understand how individuals, at all levels, operate and how best to use that understanding to achieve objectives. Actively seeks visionary, positive change for the organization by capitalizing on opportunities. Leads by example in maintaining a respectful, safe, and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity, and fairness.
- Networking and Relationship Building
  - Interacts with others in ways that advances the work of the organization by developing respect, mutual understanding, and productive working relationships with stakeholders.
- Planning and Organizing
  - Organizes own time effectively, delegates appropriately, prepares in advance and sets realistic timeframes. Makes sure resources are used efficiently and effectively and monitors progress toward operational or strategic objectives. Able to prioritize a workload that may have competing interests and adapt readily to rapidly changing demands and circumstances.
- Results and Quality Focus
  - Achieves desired results by focusing on key priorities and allocating appropriate resources. Regularly uses results to assess progress towards objectives and modifies strategies as required. Delivers critical attention to detail.
- Professionalism
  - Models appropriate professional management conduct, consistently responding to varying situations in a professional manner. Demonstrates commitment to transparency and integrity in achieving results.
- Strategic Focus
  - Uses strategic and business plans in support of effective, timely decision making. Champions cross-departmental and corporate initiatives across departments.

- **Teamwork**

Fosters effective working relationships by working willingly and cooperatively within diverse groups of people in order to achieve divisional and organizational goals. Participates actively in group activities, encouraging departments to work cooperatively, and takes personal accountability to foster teamwork across areas of responsibility and the entire organization.

**Education/Training/Certification:**

- University degree from a recognized post-secondary institution in civil engineering, public or business administration or a related discipline, supplemented by leadership, management, or other related studies.
- Member of Applied Science Technologists and Technicians of BC (ASTTBC) or Engineers & Geoscientists British Columbia (EGBC).
- Project Management Professional (PMP) Certification is considered an asset.
- Local government administrative training.
- Must possess and maintain a valid Class 5 BC driver's license as per City policy.

**Experience:**

- Minimum of eight (8) years progressive experience at a senior management level of municipal government or other public sector organization, with a distinguished record of success and effective leadership.
- Minimum of five (5) years senior level experience in leading the development and implementation of strategies, programs, and initiatives for civil engineering functions or municipal infrastructure.
- Experience and/or familiarity with the relevant departments and functions.