



The Corporation of the Town of Midland

invites applications for the position of

Supervisor, Operations

(permanent full-time, 40 hours per week)

Join our innovative team of collaborators who are passionate about providing exceptional municipal services to our community. We strive to help our employees to reach their professional goals through rewarding projects, collaborative team environments, and professional development. The Town of Midland is committed to increasing overall employee health and wellness and we are dedicated to supporting flexibility and providing employees with a better work-life balance.

We Offer:

 Work-life Balance & Flexibility	 OMERS Pension	 Perks & Discounts	 Paid Time Off	 Wellness	 Extended Health Benefits
Supporting our Community	 Personal & Professional Development	 Fun & Fostering Environment			

The Opportunity

The Supervisor, Operations is responsible for the daily frontline supervision and activities of the Operations Division within the Infrastructure Management Department. The role monitors year-round maintenance programs relating to the municipal infrastructure and ensuring compliance according to applicable legislation and Town policies and procedures. The Supervisor provides recommendations on operational matters and ensures exceptional customer service to internal and external partners.

What you will do:

- Provide leadership and supervision of Operations team members, ensuring effective year-round maintenance of municipal infrastructure.
- Manage operational budgets in accordance with departmental objectives. Develop RFP/RFQs and participate in the full procurement process.
- Participate in hiring, team member training and development, performance management/review, coaching/mentoring, health and safety, and disciplinary items.

What you will need:

- A diploma or degree in Public or Business Administration, Applied Sciences, Engineering, Landscape/Horticulture/Urban Forestry, Environmental or Park Management, or related discipline from an accredited institution required.
- Minimum of 4 years of combined experience in the administration, development, and implementation of operational teams and maintenance programs related to roads, public works, and/or parks, including a minimum of 2 years of experience in a supervisory capacity required.
- Class G Driver's License in good standing required.

Please see the attached job description for further details. The successful candidate will be required to complete a Criminal Record Check and Driver's Abstract, in accordance with the duties of this position.

This position offers competitive total compensation including a wage of \$85,053.56 to \$106,316.95, 40 hours per week.

Application: If you are interested in this opportunity, apply directly through our ADP Applicant Tracking System (ATS). Instructions on how to apply to this opportunity (or other postings) can be found on our [website](#). No phone calls please.

This posting closes on [Wednesday, August 27, 2025 @ 11:59 p.m.](#)

We thank all applicants for their interest. However, only those being considered for an interview will be contacted. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information is collected under the authority of the Municipal Act, and will only be used for candidate selection.

As an equal opportunity employer, we are committed to establishing a qualified workforce that is reflective of the diverse population we serve. We encourage applications from Indigenous peoples, racialized people, persons with disabilities, and those who identify as LGBTQ2S+.

The Town of Midland is committed to providing accommodation based on any human rights protected grounds and in accordance with the AODA, throughout the recruitment and selection process. If you require accommodation, please notify us when contacted for an interview and we will work with you to meet your needs.



Town of Midland - Job Description

Position Title: Supervisor, Operations

Department: Infrastructure Management – Operations

Reports To: Manager, Operations

Position Summary

Reporting to the Manager, Operations, the Supervisor, Operations is responsible for the daily frontline supervision and activities of the Operations Division within the Infrastructure Management Department. The Operations group is responsible for maintenance of municipal roads, storm sewers, sidewalks and curbs, street lighting, and park and trails. The role monitors year-round maintenance programs relating to the municipal infrastructure and ensuring compliance according to applicable legislation and Town policies and procedures. The Supervisor provides recommendations on operational matters and ensures exceptional customer service to internal and external partners.

Duties & Responsibilities

Operations

- Provide leadership and supervision of Operations team members, ensuring effective year-round maintenance of municipal infrastructure including roads, sidewalks, storm sewers, parking lots, street lighting, traffic signals, parks, and trails.
- Promote the coordination of year-round activities among team members ensuring a unified departmental approach. Monitor and ensure work is performed in accordance with the Occupational Health and Safety Act and other relevant legislation; ensure required resources (tools, staff, equipment, materials) are utilized in an efficient and effective manner.
- Assist with the development and management of long-term budgets, inventory plans and life-cycle maintenance, repairs, replacement of vehicles, and capital planning of roads and parks. Manage operational budgets in accordance with departmental objectives and seasonal needs.
- Develop RFP/RFQs and participate in the full procurement process.
- Participate in hiring, team member training and development, performance management/review, coaching/mentoring, health and safety, and disciplinary items.
- Promote a positive work environment that is inclusive, respectful, motivating, and supportive.
- Consider and introduce proactive operational changes, improvements, and/or recommendations with focus on change management, problem solving, and continuous improvement initiatives.
- Monitor infrastructure needs and ensure the required procedures and systems are in place for the delivery of appropriate service levels.
- Participate in the development of standard operational procedures (SOPs), policy and procedural amendments, and use of sound asset management practices. Research, analyze and examine new opportunities and evolving trends.
- Investigate, address, and respond to complex customer service issues and inquiries in a professional, courteous, and respectful manner with a solutions-oriented approach.
- Draft and maintain records regarding work orders, team member performance and attendance, seasonal documentation, work plans, and incident reports among others in an organized manner and notify Manager and/or Executive Director of any issues as required.
- Respond to emergency situations and where necessary assist Fire, Police and E.M. T. personnel; provide support for extreme weather conditions including flooding, wind and snowstorms.

- Liaise with other division/departments, Mayor and Council and external partners/agencies to regarding municipal infrastructure related issues or concerns.

Team Member

- Work as a team player promoting a positive and professional work environment and conduct role with integrity and respect.
- Uphold the Town's values of integrity, accountability, empowerment, purposefulness, and service excellence.
- Act as an Ambassador throughout the community, positively representing the Town.
- Abide by the policies and procedures of the Town.
- Abide by the Occupational Health and Safety Act, and work in a manner that is safe, reporting incidents immediately to direct supervisor.
- Perform other duties as assigned in order to meet the overall goals and objectives of the Town.
- Build and maintain knowledge and expertise in relevant fields.

Qualifications and Requirements

- A diploma or degree in Public or Business Administration, Applied Sciences, Engineering, Landscape/Horticulture/Urban Forestry, Environmental or Park Management, or related discipline from an accredited institution required. Candidates with an equivalent combination of education and work experience may be considered.
- Minimum of four (4) years of combined experience in the administration, development, and implementation of operational teams and maintenance programs related to roads, public works, and/or parks, including a minimum of two (2) years of experience in a supervisory capacity required.
- Certified Engineering Technologist (C.E.T.) or Certified Technician (C. Tech) designation preferred.
- Canadian Parks and Recreation Association Certification (CPRA), membership in Ontario Parks Association (OPA), or Certified Road Supervisor designation (CRS) considered an asset.
- Class "G" Driver's License in good standing is required.
- Demonstrated experience in the maintenance of parks, trails, roads, right-of-way, urban forestry, and winter control.
- Working knowledge of applicable legislation including Provincial Minimum Maintenance Standards, the Highway Traffic Act, Municipal Act, Accessibility for Ontarians with Disabilities Act, Health and Safety Act, Commercial Vehicle Operators Regulations, Technical Standards and Safety Authority, Federal Fisheries Act, Ontario Water Resources Act, Environmental Protection Act, Municipal Drainage Act and some familiarity with Environmental Compliance Approvals and processes as it relates to storm water treatment and discharge.
- Strong leadership, analytical, organizational, interpersonal, multitasking, and change management skills with ability to deliver complex, multifaceted projects/studies.
- Excellent customer service skills required to liaise with the public, members of council, and employees to foster and maintain good working relationships and best practices.
- Strong computer skills with Microsoft Office (Excel, Word, Outlook, PowerPoint).

Effort/Physical Demands

- Physical demand requires standing, sitting, and walking.
- Visual attention for health and safety compliance and personal safety while on the job.

Working Conditions

- 40 working hours weekly between Monday to Friday with a 30-minute unpaid lunch. Hours and working days may vary seasonally, which can include working some evening, daytime, or overnight hours on a rotational basis.
- Work outside of standard hours may be required to attend emergency calls or situations.
- Standard office working environment.
- Occasional travel within the municipality to various sites and facilities required.