



POSITION VACANCY

The City of Niagara Falls is a dynamic and internationally renowned city with a prosperous business community and economic foundation anchored by tourism, manufacturing, retail and knowledge-based sectors. Located at one of the natural wonders of the world and in the heart North America's most affluent consumer markets, we are linked to the world by extensive road, rail, air, water and telecommunication networks. With over 14 million visitors a year and a growing resident population of over 95,000, we invite you to discover why Niagara Falls is a premier place to live, work, and play.

Call Number:	2024-03
Position:	Director of Operations
Type of Vacancy:	Permanent
Work Schedule:	8:30 am to 4:30 pm, Monday to Friday (35-hour work week)
Location:	City Hall (4310 Queen Street, Niagara Falls) Service Centre (3200 Stanley Avenue, Niagara Falls)
Salary Range (2023):	\$125,944 to \$157,430 (2024 range is under review) Plus, a comprehensive benefits package
Date Posted:	January 26, 2024
Closing Date:	February 16, 2024 at 4:00 pm

Further details on this position are attached.

To apply, please submit a cover letter and resume via www.niagarafalls.ca/jobs

Applications must be submitted online and will be accepted until
4:00 pm on February 16, 2024

The City of Niagara Falls is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. Upon request, the City will accommodate the accessibility needs of applicants under the Ontario Human Rights Code and *Accessibility for Ontarians with Disabilities Act (AODA)* throughout all stages of the recruitment, selection, and interview process. Personal information is collected under the authority of *The Municipal Act* and will only be used to determine suitability for this position.

We thank all applicants for their interest, but only those advancing through the selection process will be contacted.

**CITY OF NIAGARA FALLS
POSITION DESCRIPTION
Municipal Works**

This description reflects the general details considered necessary to describe the principal functions of the position identified and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

POSITION TITLE: Director of Operations

POSITION SUMMARY: Oversee the City's Operations department of the Municipal Works division with leadership responsibility relating to the maintenance and operations of roads and sidewalks, winter control, parks, forestry, water and wastewater, and fleet.

DIVISION / DEPARTMENT: Municipal Works / Operations

RESPONSIBLE TO: General Manager of Municipal Works

SUPERVISES: Senior Manager of Roadways and Parks, Senior Manager of Water and Wastewater, Manager of Fleet Operations and Operations Support Supervisor

RESPONSIBLE FOR:

1. **Department Leadership:** Provides leadership to staff for the development of programs, policies and procedures for services delivered by the Operations department of Municipal Works.
2. **Strategic Planning:** Provide advice and recommendations to the General Manager on departmental and corporate policies, projects, plans, budgets, activities, operations, and maintenance as it relates to the services delivered by the department and long-term sustainability and growth.
3. **Budget Management:** Develops, manages, and administers annual and multi-year Capital and Operating budgets for the department ensuring support of Council's objectives, financial transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies.
4. **Reporting:** Prepare and present studies, reports, and by-laws to senior management and City Council on departmental initiatives, performance, projects, and budget status.
5. **Emergency Response:** Develop and implement emergency response plans to address natural disasters, accidents, or other crises affecting public infrastructure and services.
6. **Procurement:** Prepare and make recommendations for approval for RFP's, RFQ's, RFT's, and manage departmental sections or teams and their contracts within the department.
7. **Regulatory Compliance:** Ensure all operations adhere to municipal, regional, provincial, and federal regulations, safety, environmental and industry standards.
8. **Community Engagement:** Collaborate and engage with various community stakeholders, attend public meetings, and address concerns related to municipal works policies, procedures, and practices to maintain positive community relations.

9. **External Representation:** Participate and act as departmental representative in discussions and/or presentations on Operations and Maintenance to Council, agencies, the public and the media. Attend various Committee/Council, budget, and public meetings as required.
10. **Intra & Inter-Departmental Collaboration:** Initiate collaboration between the various Operations Section leaders (Roadways and Parks, Water and Wastewater, Fleet, and Support Services) and other departments for the purposes of driving service delivery consistency, resource sharing (labour and equipment) and continuous improvement.
11. **Team Participation:** As a member of the Senior Leadership Team, participate in regular meetings and provide direction on major issues, and provide department leadership in the support of the corporate culture, vision, mission and strategic priorities.
12. **Personnel Management:** Recruit, train, and manage a team of skilled professionals and laborers to ensure a skilled workforce capable of executing departmental functions effectively.
13. **Labour Relations:** Provide departmental leadership in labour/management matters pertaining to union and non-union business including performance management, grievance procedures, disciplines and hiring recommendations.
14. **Facility Operations Liaison:** Represent the department with respect to Municipal Works facility operations through preparation of policies, procedures, maintenance and needs assessments, including growth needs and facility expansions, and participate collaboratively as the prime point of contact with the Facilities department on Service Centre and other Municipal Works facilities technical and operational matters.

POSITION REQUIREMENTS:

- Minimum three (3) year diploma in Engineering, Business Management, Environmental, Parks and Recreation, or a related field.
- Licensed Professional Engineer, Certified Engineering Technologist, or related equivalent is preferred.
- Ten (10) years experience working in municipal engineering, operations, or related field.
- Five (5) years experience in Operational or Engineering Management, preferably at the senior management level.
- Leadership experience managing or supervising in a unionized environment.
- Knowledge of applicable theories, practices, and trends in maintenance and operations of roads and sidewalks, winter control, parks, forestry, water and wastewater, and fleet.
- Thorough knowledge and understanding of acts, regulations, licensing regimes, and by-laws affecting the department.
- Excellent leadership, communication, and interpersonal skills.