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## **Manager, Operations (Highway Operations)**

### **How to apply:**

To view this position and to submit your application online, please visit

[https://407etr.wd3.myworkdayjobs.com/407\\_ETR\\_Careers/job/Woodbridge-Ontario/Manager--Operations\\_JR100721](https://407etr.wd3.myworkdayjobs.com/407_ETR_Careers/job/Woodbridge-Ontario/Manager--Operations_JR100721)

### **Position Summary:**

This position is responsible for managing, organizing and controlling physical and human resources for the maintenance and repair of highway infrastructure and facilities. The Manager is responsible for leading a safe, efficient, cost-effective program across the Highway 407 ETR service area and ensuring that regulatory and industry standards, policies and practices are followed at all times. The Manager will provide guidance on multi-year capital funding requirements and priorities. The position will also be involved in supporting all aspects of Highway Operations, in particular Winter Operations and Emergency Response where all resources must work together to deal with situation and events as they arise.

As the Manager, Operations, you will plan and conduct work using a high level of judgment. You will use your skills when required to problem solve by independently evaluating, modifying and selecting unconventional and/or complex techniques, procedures and criteria.

### **Direct Relationships:**

- VP, Highway Operations
- Sr. Director, Highway Operations
- Director, Infrastructure
- Asset Manager
- Supervisor, Highway Operations
- Project Manager, Highway Operations

### **Position Responsibilities:**

- Provide leadership, management and technical guidance of daily operations ensuring safety as well as fostering a harmonious working environment.
- On call to respond to emergencies and requests from patrol staff when major incidents occur, major winter events or when input and guidance are needed.
- Oversee, manage and undertake winter maintenance operations on Highway 407 ETR as required, ensuring the safety and efficiency of the highway during adverse weather conditions.
- Perform routine road patrol and inspections to identify and address maintenance needs.
- Train and develop staff, conduct performance appraisals and provide ongoing feedback.
- Establish annual OPEX and CAPEX budgets for Highway Operations and managing expenditures according to the budget, priorities, needs and changing circumstances.

- Prepare tenders, requests for proposals and quotations and oversee the work of subcontractors, acting as the Contract Administrator for relevant contracts
- Analyze the performance and effectiveness of the annual Operations Safety Control Plan, providing input and keeping updated on best practices.
- Develop annual and multi-year maintenance and rehabilitation programs and resource implications to allow for proper and effective planning, programming and budgeting of work.
- Maintain working relationships and routine liaison with Provincial/Federal agencies, Police authorities, Municipalities and related organizations impacting operation and maintenance of highway facilities and lands.
- Review and respond to customer complaints pertaining to Highway Operations and Highway Road Conditions.
- Responsible for safety, safety training and safety awareness including risk identification and mitigation measures. Ensure work operations of staff and contractors are carried out in a safe and effective manner.
- Other duties as assigned.

**Qualifications:**

- University degree or College diploma and 10+ years practical work experience in inspection, maintenance and construction of highways
- 5 years of practical work experience overseeing winter operations along a highway/roadway network.
- Supervisory/Management experience is required.
- Thorough working knowledge of Provincial standards and procedures for Freeway maintenance and construction, for summer and winter operations, the Occupational Health and Safety Act for Industrial and Construction regs.
- Thorough understanding of Ministry of Transportation standards and procedures is required.
- Knowledge of local, provincial and federal regulations is essential.
- Knowledge of experience in working with OPSS and Ministry Standards
- Working knowledge of Ontario Traffic Manuals pertaining to the position.
- Knowledge of contract administration and traffic control is required.
- Proficient with Microsoft Office, AutoCad, GIS and familiarity with specific highway asset and operational maintenance software packages.
- A strong commitment to Health & Safety is essential.
- Capable of lifting 50 lbs or more.
- Must have or have the ability to obtain a DZ license.
- Must possess superior judgment, decision making and problem-solving skills.
- Strong interpersonal, communication, customer service skills required to interact with internal and external stakeholders.
- Detail oriented, committed to accuracy and efficiency.
- Planning skills essential.
- Must work well under pressure and with a sense of urgency.
- Ability to adhere to strict confidentiality.
- Ability to work after hours on weekends or whenever required.

**Our Offer**

- 407 ETR usage (taxable benefit)
- Competitive salary,
- Community culture
- Continued education budget
- Expect excellence: Collaborative team, learn, and grow with a high-performance team.

**About 407 ETR**

Highway 407 ETR is an all-electronic open-access toll highway located in the Greater Toronto Area in Ontario, Canada. The highway spans 108 kilometres from Burlington in the west to Pickering in the east.

407 International Inc. is the sole shareholder of 407 ETR and is owned by:

- Canada Pension Plan Investment Board (CPP Investments) through indirectly-owned subsidiaries (50.01%);
- Cintra Global S.E. which is a wholly-owned subsidiary of Ferrovial S.A. (43.23%); and
- AtkinsRéalis, formally known as SNC-Lavalin (6.76%).

Learn more at [407etr.com](http://407etr.com).

*Note: At 407 ETR, we are committed to fostering a diverse, equitable, and inclusive work environment. We value the unique perspectives and backgrounds of all individuals, and we firmly believe that our individual differences make us stronger as a whole.*

*Our commitment to inclusion extends beyond recruitment and encompasses an inclusive workplace culture through raising awareness, ongoing training, and encouraging feedback. We aim to create a safe and supportive environment where all employees can thrive.*

*Accommodation for disabilities or other grounds protected by human rights legislation are available upon request for candidates taking part in all aspects of the employment selection process.*