City of Toronto

**MANAGER, TRANSPORTATION OPERATIONS & MAINTENANCE**

**Job ID:** 40566

**Job Category:** Operations & Maintenance

**Division & Section:** Transportation Services, Operations & Maintenance

**Work Location:** 40 Toryork Drive, Toronto, M9L 1X6

**Job Type & Duration:** Full-time, Permanent

**Salary:** $122,000.00 - $158,105.00

**Shift Information:** Monday to Friday, 35 hour per week

**Affiliation:** Non-Union

Qualified List will be established to fill permanent and temporary positions.

**Number of Positions Open:** 1

**Posting Period:** 28-Aug-2023 to 03-Oct-2023

**Job Summary:**

Guided by a vision to provide a safe, efficient, effective transportation system that serves residents, businesses and visitors in an environmentally, socially and economically sustainable manner, the **Transportation Services Division** of the **City of Toronto** plans, constructs and manages the transportation infrastructure within the public right-of-way, including, bicycle lanes, sidewalks and roads. If you’re a strategic and politically savvy operations manager, committed to public service, this is an exciting opportunity to join the Division and manage a variety of public right-of-way operation services across the City in an effective, efficient and equitable manner, all within the annual operating and capital budgets.

In this role, you will lead and manage all aspects of road operations, including maintenance and repair of surface facilities, winter maintenance, inspection and patrol, resolution of complaints, and signs and pavement markings, to ensure the cost-effective and environmentally friendly delivery of operating and capital programs.

As a Manager, you will lead a diverse team of both in-house staff and external contractors, maintaining effective partnerships with other City divisions, and implementing public right-of-way maintenance operations and tasks with respect to ongoing and new programs and policies for the City of Toronto.

**Leading by example to promote contract compliance and innovation**

This management position will involve leading and managing contracts, including administration of contractors' work, monitoring work progress with respect to agreements, budget and completion objectives, and ensuring that all work meets divisional standards and adheres to municipal and provincial legislative and regulatory requirements. With a focus on alternative service delivery models, you will bring skillsets that promote innovation and strategic thinking while maintaining levels of service. In this role, it is expected that you’ll evaluate, and encourage staff to research and test, new construction, installation and maintenance practices, equipment and materials, and revise standards, specifications and/or contract items with the goal of continuous improvement in a forward and positive thinking manner to incorporate cost-effective, efficient methodologies.

**Full team management accountabilities**

Adept at leading and building high-performing teams, you’ll manage, motivate and train the unit’s staff, and supervise the day-to-day operation of all assigned staff – from scheduling, assigning and reviewing work, to monitoring and evaluating staff performance through performance reviews. Where required, you will recommend disciplinary action. Your focus will be on ensuring effective teamwork, and high standards of work quality and organizational performance, while promoting continuous learning and innovation – as well as taking the time to formally and informally recognize staff. As Manager, you’ll also be expected to develop and administer the annual budget for the unit, and control expenditures within budget while fostering strategic thinking on a day-to-day basis. As a team leader, you’re especially recognized for your ability to foster an organizational culture that emphasizes innovation, collaboration, transparency, accountability and trust, while promoting a strong code of ethics and integrity to support public service excellence. This is reflected in your ability to support the Toronto Public Service values to ensure a modernized and progressive-thinking work culture that champions equity, diversity, inclusion and a respectful workplace. These key leadership competencies will be instrumental in supporting sectional staffing strategies, while promoting and enhancing the overall staff morale.

**Communication and multi-stakeholder management**

Your strengths as a communicator and problem-solver with highly developed analytical, interpersonal, human relations, negotiation and conflict resolution skills will be key in a complex municipal environment like ours, with competing interests and priorities. Thus equipped, you’re prepared to resolve customer enquiries and complaints, lead and initiate inter-divisional organizational changes to seek operational improvements and efficiencies, prepare a variety of correspondence and reports, including Committee and Council reports, and attend City Council, Standing Committee, community council and public meetings to present operational programs and policies, as required.

**Major Responsibilities**

* Develops and implements detailed plans and recommends policies regarding program-specific requirements.
* Manages, motivates and trains the unit's staff, ensuring effective teamwork, high standards of work quality and organizational performance, and continuous learning and encourages innovation in others.
* Supervises the day-to-day operation of all assigned staff, including the scheduling, assigning and reviewing of work. Authorizes and controls vacation and overtime requests. Monitors and evaluates staff performance, approves salary increments and recommends disciplinary action when necessary.
* Develops, recommends and administers the annual budget for the unit, and ensures that the unit's expenditures are controlled and maintained within approved budget limitations.
* Manages the effective, efficient, and equitable delivery of a consistent level of road operation services throughout the City that meet public and political expectations within budget allocation.
* Manages all aspects of unit road maintenance, utility, signs and pavement marking contracts, including administration of contractors' work, monitors work progress with respect to projected costs, bid items, budget and completion objectives, and ensures work meets divisional standards.
* Manages the cost-efficient and effective delivery of winter services.
* Manages the standardization of sign and pavement marking designs, maintenance, and installation techniques that are required to achieve cost reductions while maintaining levels of service.
* Ensures adherence to municipal and provincial legislation.
* Assists in the development of contract documents, tenders, and special specifications for planned operating, emergent and capital work, reviews tenders and prepares recommendations for contract awards.
* Manages the administration and recovery of costs from utility companies associated with the issuance of permits and the permanent restoration of utility cuts.
* Manages the activities of staff and contractors engaged in operating and capital programs through planning, scheduling, coordinating and effective development of resources, and authorizes payments to contractors, including the negotiation of extra work orders and claims.
* Resolves customer enquiries and complaints, and investigates and documents claims from the general public related to surface maintenance facilities and operations.
* Manages the manufacture of regulatory, warning, and construction specialty signs.
* Maintains and improves the structural integrity of the road infrastructure for the safe passage of all residents, businesses and visitors.
* Manages the review, investigation, and documentation of the claims review piece, as well as improving efficiency and reducing costs to the City.
* Examines service delivery methodologies to harmonize services and balance resources.
* Evaluates, and encourages staff to research and test, new construction, installation, and maintenance practices, equipment and materials, and revise standards, specifications and/or contract items to incorporate cost-effective and efficient methodologies.
* Leads and initiates inter-divisional organizational changes to seek operational improvements and efficiencies (i.e., Alternative Service Delivery, district boundary changes, Water and Wastewater disentanglement, patrol and inspection re-alignment).
* Prepares correspondence and reports, and attends Standing Committee and public meetings to present operational programs and policies, as required.
* Attends, as required, community council and public meetings to present operational programs and policies.

**Key Qualifications:**

Among the strengths you bring to the role of Manager of Transportation Operations & Maintenance will be the following key qualifications:

* Post-secondary education in Civil Engineering, Transportation, Planning, or Public Administration and/or an equivalent combination of education and experience.
* Considerable experience in managing contracts is an asset.
* Experience in Signs & Pavement Markings will be a great asset.
* Experience in Contract Development, Delivery and Inspections will be a great asset.
* Considerable management experience with an emphasis on continuous improvement and development of team members to promote and support a high-performing team.
* Considerable experience in contract management and procurement while leading and delivering projects, monitoring contractors, and administering contracts with minimal direction while balancing political, community and other stakeholder interests.
* Experience managing within an Operations management field and/or considerable experience within Transportation – related to road operations management issues such as road signs and pavement marking; roads operations & maintenance; contract development delivery; and inspections.
* Excellent customer service and interpersonal skills, including in relationship-building, and fostering positive and constructive relations.
* Excellent analytical and well-developed human relations skills, with an exceptional ability to communicate both verbally and in writing, and negotiate persuasively.
* Proven ability to exercise discretion, with a high degree of initiative, innovation, strategic thinking and creativity in problem-solving.
* Knowledge of current and emerging Division and City-wide strategic initiatives.
* Change management experience in a major public or private sector organization, with an understanding of change management methodologies and strategies.
* Experience in issues management and resolving contentious issues that demonstrates superior analytical, innovative, conflict resolution, interpersonal and problem-solving skills.
* Ability to establish effective working relationships with all stakeholders, employees, the public, outside agencies, politicians and other levels of government.
* Considerable experience developing and overseeing the annual operating and capital budget.
* Possession of, and ability to maintain, a valid Province of Ontario Class "G" Driver's Licence, and access to a personal vehicle.

Given this professional background, you will bring knowledge of the Ontario Highway Traffic Act, and the Ontario Traffic Manual, and familiarity with Ontario Statutes, and municipal legislation, including the Occupational Health and Safety Act, Collective Agreements and City of Toronto People, Equity & Human Rights policies. This mandate also calls for the ability to understand and apply budget principles and controls, and financial controls.

The ability to travel and work at various locations across the City, based on operational needs, is required.

**Toronto** is home to more than 2.9 million people whose diversity and experiences make this great city Canada’s leading economic engine and one of the world’s most diverse and livable cities. As the fourth largest city in North America, Toronto is a global leader in technology, finance, film, music, culture, and innovation, and consistently places at the top of international rankings due to investments championed by its government, residents and businesses. For more information, visit [jobs.toronto.ca](file:///C:/WRITERS/TORONTO/TOR/jobs.toronto.ca) or follow us on Twitter at [Twitter.com/CityTOjobs](http://www.twitter.com/CityofToronto), on LinkedIn at [Linkedin.com/company/city-of-toronto](file:///C:/WRITERS/TORONTO/TOR/linkedin.com/company/city-of-toronto) or on Facebook at [Facebook.com/CityTOjobs](file:///C:/WRITERS/TORONTO/TOR/facebook.com/CityTOjobs/).

**How to Apply:**

For more information on this and other opportunities with the City of Toronto, visit us online at [**https://jobs.toronto.ca/jobsatcity/**](https://jobs.toronto.ca/jobsatcity/)**.** To apply online, submit your resume, quoting **Job ID 40566,** by **Tuesday, October 3rd, 2023.**

**Equity, Diversity and Inclusion**

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City’s commitment to [employment equity](https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US) < <https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US> >.

**Accommodation**

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the **application process** is available upon request](https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US). Learn more about the City’s [Hiring Policies and Accommodation Process](https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US) < <https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US> >.