



# Manager, Infrastructure Parks Operations

Reporting to and in consultation with the Director, Parks Operations, within established policies, procedures, and guidelines, supports the Parks Operations department including general park maintenance, roads, recreational trails, bridges/culverts, sidewalks, storm sewers, drainage infrastructure and water distribution, fleet, equipment maintenance, capital civil projects and custodial operations. Provides technical expertise on civil engineering best practices, manages smaller construction projects, assists in preparing tender documents, and coordinates with external contractors and consultants as required. Responsible for the supervision of all employee groups ranging from management to bargaining unit employees. Responds to enquiries and complaints and performs other related duties as assigned.

Niagara Parks offers a salary of **\$97,724.57 to \$116,597.30** per annum as well as a comprehensive benefits package and defined benefit pension plan.

**Applications for this position will be accepted until February 15, 2025.**

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TO CREATE A PROFILE AND SUBMIT YOUR RESUME**

## ABOUT US:

Niagara Parks is one of the largest employers in the Niagara Region, with over 1,700 full time and seasonal employees. Our team is comprised of energetic and friendly staff who provide guests from around the world with exceptional quality service. Niagara Parks is committed to attracting and retaining a highly professional, motivated, engaged and inclusive workforce within a culture of teamwork, mutual respect and trust. This is achieved by aligning the right people with the right skills in the right places to promote continuous improvement and excellence. Our corporate vision is to be an innovative example of sustainability as the environmental and cultural stewards of the Niagara River Corridor; a welcoming, accessible and inspiring place offering world class natural, historical and authentic experiences; a source of national pride and identity; and one of the most spectacular parks in the world.

## QUALIFICATIONS:

- Completion of a post-secondary education in a related field, or equivalent knowledge and experience.
- Certified Roads Supervisor (CRS) designation through the Association of Ontario Roads Supervisors (AORS).
- A valid Class "D" Driver's license with "Z" endorsement.
- C.E.T. or C. Tech designation from the Association of Certified Engineering Technicians and Technologists (OACETT) considered an asset, or equivalent in related knowledge and



work experience. Working knowledge of the Occupational Health and Safety Act and regulations.

- Minimum of seven (7) years of direct and frontline managerial/ supervisory experience in a unionized environment.
- Demonstrated experience in park and/or horticulture operations.
- Comprehensive knowledge of legislation and techniques related to operational, maintenance and construction activities/ practices and procedures for the construction and maintenance of roads, bridges/culverts and drainage infrastructure.
- Supervisory and leadership experience to include planning, coordinating, organizing, and delegating work.
- Related experience in project planning, staffing, budgeting, preparing reports and maintaining records.
- Excellent administrative, analytical, and problem-solving skills to resolve issues effectively.
- Ability to operate equipment including dump trucks, front end loaders and other heavy equipment.
- Ability to deal effectively with landowners, guests, volunteers, other organizations, and the general public with tact, diplomacy and courtesy. Knowledge and experience related to facility maintenance, construction activities, and park operations.

## **DUTIES AND RESPONSIBILITIES: KEY ACTIVITIES**

### **Administration**

- Assists with capital equipment lists and developing operational, capital, and equipment budgets for Parks Operations with the Director, Parks Operations.
- Assists with monthly/annual plans and prepares documents for infrastructure maintenance, construction, and civil projects (specifications, tenders, RFPs).
- Manages financing for projects, controls expenses, and ensures compliance with maintenance standards.
- Participate in design, pre-bid, public engagements, site reviews, and preconstruction meetings.
- Support project planning, budgeting, GIS integration, asset management, and maintain proper records and documentation.
- Assists with winter control operations for roads and parking lots, including staffing, scheduling, route design, equipment, and materials.
- Ensures effective use of resources and adherence to approved budgets, staff schedules, and payroll management.
- Liaises with various NPC departments, government agencies, and third-party vendors (i.e., Marina); develops contacts with other National and International organizations as appropriate (cycling network).



### **Supervision**

- Plans, coordinates, and schedules resources for infrastructure maintenance (roads, bridges/culverts, drainage, trails, sign and painting infrastructure repair, etc.) and NPC event support activities.
- Plans and coordinates resources to meet service delivery objectives.
- Oversees work by parks operations crews and contractors to ensure efficiency, compliance with standards, and adherence to safety regulations.
- Coordinates with internal and external departments for operations.
- Tracks and documents daily operational activities and costs.
- Provides technical guidance and ensures high staff performance through training, development, and performance reviews.
- Assists with grievance proceedings and ensures accurate record keeping.
- Prepares accident reports, investigates incidents, and implements safety action plans.
- Maintains a professional and respectful presence in interactions with the public, visitors and other groups, agencies and individuals.

### **Operations**

- In consultation with the Director, Parks Operations, manages the parks operations crews to ensure all roadways, parking lots, recreational pathways and NPC signage repair and replacements (in accordance with the Ontario traffic Manual - OTM) drainage and storm sewer maintenance activities are

undertaken in a safe, timely, efficient and effective manner, as required.

- Meets with event clients to discuss service requirements.
- Oversees staff, equipment, and materials for Niagara Parks events.
- Ensures safety and compliance with service standards for the Niagara Parkway, parking lots, and trails, advising on safety and regulatory matters.
- Plans and coordinates resources to meet service delivery objectives.
- Perform inspections, ensure compliance with regulations, and resolve conflicts with a solution-focused approach.
- Prepares cost-benefit recommendations for purchasing or repairing vehicles and equipment.
- Interprets blueprints/layouts for job sites and explains work to be conducted.
- In consultation with the Director, Parks Operations, develops and implements maintenance programs and infrastructure improvements for roads, pathways, signage, drainage, and other park assets to protect the natural environment.
- Liaises with consultants, contractors, and senior management on project status.
- Responds to public inquiries and complaints regarding services.
- Participates in team-based improvement efforts, focusing on customer service.
- Acts as project manager for specific projects, coordinating with internal and external stakeholders.
- Coordinates utility locating with relevant agencies and records information.



- Prepares maintenance schedules in conjunction with the programs identified by the Director, Horticulture and Education to ensure alignment with designs.
- Performs Other Related Duties
  - Attends regular departmental and interdepartmental meetings.
  - May work additional hours during emergencies, winter operations, and special events.
- Handles customer complaints and concerns, taking appropriate action.
- Ensures compliance with relevant legislation, including health and safety and environmental laws.
- May represent management on the Joint Health and Safety Committee.
- May be assigned to back up the Director of Parks Operations in his absence.
- As assigned.

The personal information in your candidate profile is collected under the authority of the Niagara Parks Act, R.S.O. 1990, C.N.3, s.4(l) and in accordance with the Freedom of Information and Protection of Privacy Act. It will be used to assess your qualifications for the job postings to which you apply. If successful, your information will also be used for the creation of your employee profile under the authority of the Employment Standards Act, 2000, c.41, s.15(1). We are an equal opportunity employer. In accordance with AODA (Accessibility for Ontarians with Disabilities Act, 2005), Niagara Parks will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If you require disability – related accommodations, please inform the Human Resources (HR) staff. We thank all applicants for their interest, however only those selected for an interview will be contacted. If you require additional information regarding the collection and use of the personal information in your candidate profile, or would like to request an alternate format, please contact Niagara Parks at 905.295.4377 ext. 0 or by e-mail at [employment@niagaraparks.com](mailto:employment@niagaraparks.com).

Please apply at the following link: [https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=e2b4f25a-a77b-4b3d-9657-b97ec357ea04&cclid=9200755402093\\_2&jobId=545927&lang=en\\_CA](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=e2b4f25a-a77b-4b3d-9657-b97ec357ea04&cclid=9200755402093_2&jobId=545927&lang=en_CA)