

TITLE: DIRECTOR OF INFRASTRUCTURE SERVICES
DEPARTMENT: INFRASTRUCTURE SERVICES
CATEGORY: EXEMPT
BAND: 5
DATE: MAY 2024

GENERAL ACCOUNTABILITY

Reporting directly to the Chief Administrative Officer, the Director of Infrastructure Services will provide strategic planning and lead the Town's Public Works, Utilities, Treatment and Supply and Engineering teams to ensure the delivery of effective municipal infrastructure systems. This includes overseeing the conception, implementation, and project management of all infrastructure services and high-profile Council priority projects, policy leadership across the department, the design and delivery of civic services, and the provision of strategic advice, counsel and guidance on critical issues that have community impacts. This key senior management position requires the ability to hold others accountable in a manner that supports employee development and cultivates a positive work culture.

JOB CONTEXT

The Director will provide direct and indirect leadership, supervision, guidance, and oversight to the Public Works, Utilities, Treatment and Supply, Engineering teams, and an array of colleagues, external partners, consultants, and service providers to ensure immediate to long-term deliverables are completed. The Director plays a significant role in overseeing and managing a diverse workforce of creative and dedicated employees. This position is also the Town's Deputy Approving Officer.

SPECIFIC ACCOUNTABILITIES

Client Service

- Provide responsive professional expertise, advice, and recommendation as the senior infrastructure management advisor to Council, the Chief Administrative Officer, senior leadership, managers, supervisors, staff, external partners, outside agencies and the public.
- Attends Council, and other meetings as required; presents reports on departmental activities and projects; provides advice and information to the public on problems and complaints related to departmental operations.
- Provide support and recommendation to Council, committees, and the Chief Administrative Officer; ensuring that quality information is provided for strategic decision making.
- Organizes, leads, participates and collaborates on committees and project teams to develop and maintain effective departmental and organizational practices.
- Deputy Approving Officer.
- Writes technical reports as required for the senior leadership team, Chief Administrative Officer, Council, and provides staff reports to Council and Committees as required.

Project and Operations Management

- Plans, organizes, coordinates, and directs the operations, projects and programs of the Public Works, Utilities, Treatment and Supply and Engineering teams in accordance with sound management practices and objectives, applicable policies, legislation and within municipal bylaws.
- Provides functional expertise to the organization as well as strategic and administrative leadership within the Public Works, Utilities, Treatment and Supply and Engineering Teams.
- Schedules, assigns, supervises and reviews, directly and through subordinates, the work of staff engaged in engineering, drafting, surveying, inspection, technical and operational duties.

- Liaises with contractors, consultants, developers, public utilities, government officials, other outside agencies and the public as required.
- Creates effective systems to manage the workflow of a high performing team in a unionized environment.
- Co-ordinates public involvement processes and ensures representation for the department at public and community group meetings.
- Meets project milestones on or before scheduled completion dates through comprehensive, accurate and transparent reporting of key performance indicators.

Resource Management

- Participates in the preparation of departmental budgets; prepares costs analysis', reports, records, correspondence, and other technical and administrative material as required.
- Maintains divisional operations within budgetary restrictions. Ensures the prudent and effective use of financial resources in the management and delivery of relevant municipal services.
- Ensures effective financial and administrative systems are maintained to maximize the effectiveness of resource utilization within the objectives, policies, plans and monetary constraints.
- Oversees the procurement of various available Federal and Provincial funding sources.

Relationship Management

- Develops and maintains a resource network to effectively lead the Town in sustainable, strategic directions.
- Fosters and maintains collaborative partnerships and positive, solution-oriented working relationships with Council, management, staff, community members, and various external partners to ensure timely and relevant municipal services are provided to support strategic initiatives.
- Collaborates with the human resources, management, and staff to create an organizational culture that is supportive, positive, cooperative, action-oriented, and client service focused.
- Liaises, collaborates, develops and maintains positive external relations with the Federal and Provincial agencies, local governments, First Nations, and other community and municipal associations.
- Encourages and supports meaningful public engagement, first-rate customer service, and effective community outreach strategies intended to facilitate public access to information.
- Develops effective day to day working relationships and oversees relevant municipal projects, including design review, agreements, document preparation and project management for the Town.

People Management

- Fosters and promotes a safe, diverse, positive, and inclusive work environment.
- Ensures effective management of staff through constructive coaching and performance management to maintain high staff performance, exemplary customer service and teamwork.
- Participates in or assigns a designate in recruitment and hiring processes.
- Collaborates with human resources to deal with disciplinary matters, terminations and other employee and labour relations matters which may include involvement in collective bargaining, grievances, arbitrations, and other legal proceedings as applicable.
- In collaboration with human resources, addresses people management issues within the Public Works, Treatment and Supply and Engineering teams in a timely manner, while ensuring compliance with Town of Ladysmith policies and practices.
- Develops, supports, and implements new and/or improved work methods and procedures and ensures that all safety regulations are observed and enforced.
- Plans and manages the professional development of departmental staff by collaborating with human resources to support the growth and career development of individuals within the department.
- Participates in and/or leads safety and other meetings of staff on matters related to operations.
- Advances the overall strategic direction for the department via staff oversight including the implementation of projects and policies, while ensuring work conforms to municipal policies, committed timelines and best practice.

Strategic Planning

- Lead the department in alignment with the Strategic Plan, corporate priorities, and anticipates evolving community needs and a changing external environment.
- Ensures the development of, recommends, and monitors, various Public Works plans (multi-year and annual) by interpreting and implementing the strategic direction, goals and objectives set by Council.

REQUIRED QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in civil engineering, Public Administration, or related field.
- Minimum of 5 years of experience in public works management in a municipal environment or a comparable work experience in the private sector
 - A Certified Applied Science Technologist Diploma or a Professional Civil Engineering Diploma from a recognized educational institution combined with ten (10) years of formal municipal management may be considered as an equivalent.
- Minimum of five (5) years of progressively responsible municipal experience, including personnel management in a unionized setting, and high-level experience in managing the operations functions of a local government.
- Ability to administer/direct a moderate-sized employee group, both exempt and non-exempt and provide a high degree of effective leadership.
- Knowledge of applicable federal, provincial, and local regulations and bylaws governing water operations and environmental compliance.
- Ability to compose and present reports, proposals, and policies.
- Sound working knowledge of budgeting and costing processes.
- Experience in the practice of providing safety precautions and recognizing occupational hazards in the use of equipment, safe work methods by following due diligence practices.
- Ability to provide technical advice on capital project planning and design, ensuring projects are designed in accordance with accepted engineering and provincial standards. Review and approve plans, specifications, and drawing prepared by external consultants.
- Proficient in conflict management skills and competencies
- Highly proficient in the use of computers and applicable software.
- Public contracting and contract management.
- Critical thinking/creative problem solving, accountable, responsive, excellent customer service skills.
- Establish and maintain effective working relationships with local councils, municipal staff, outside agencies, contractors and the public.
- Cultivates belonging in the workplace and fosters a positive work attitude in others, including following the Town's values of courage, respect, and integrity.

Operational Experience:

- In-depth knowledge of municipal infrastructure, road and parks maintenance, water and wastewater management, solid waste management and project management.
- Excellent oral and written communication skills.
- Considerable knowledge of local government public works departments.
- Sound working knowledge of engineering, budgeting, and costing procedures.
- Ability to interpret comprehend, and manage engineering design plans, contracts, and project specifications.
- Ability to plan, coordinate and supervise directly and indirectly the work of subordinates engaged in engineering operational and technical tasks.
- Ability to plan, implement and coordinate programs and advise authorities as to the economic and feasibility of proposed projects.
- Experience assisting with municipal emergency management programs is an asset.

REQUIRED COMPETENCIES

Presenting and Communicating Information

Demonstrates an ability to communicate effectively in a wide variety of methods and situations applying diplomacy and interpersonal skill to successfully complete positional duties and establish and maintain productive relationships.

Client Focus

The ability to demonstrate a high level of focus on internal and external client service delivery, setting priorities based on client needs and continuously seeking ways to meet and exceed client expectations.

Knowledge and Expertise

The ability to make use of the skills, knowledge, and professional proficiencies required by the position, and the use of this expertise to serve the objectives of both the department and Town as a whole.

Builds Leadership & Culture

The ability to utilize transparency and accountability to develop leadership effectiveness in Council, various committees, administration, and our culture.

Cultivates Strong Relationships

Building strong and trusting relationships and bringing a taxpayer-centric mindset and focus to all elements of the organization.

Drives Operational Excellence

Leverage business insight, financial acumen, and operational rigor to maximize resources, productivity, and build long-term, sustainable success.

Inspires Courage & Innovation

Model and enable creative thinking, curiosity, and calculated risk taking to create new solutions.

Leads Transformation

Anticipates emerging trends and creates opportunities that continue to improve the Town of Ladysmith.

Organizational Awareness

Demonstrates understanding of the Town of Ladysmith – including plans, policies, systems and structure and uses this knowledge to improve both personal and team effectiveness.

Flexibility and Adaptability

Demonstrates an ability to adapt and thrive in an atmosphere of changing priorities and circumstances.

Valuing Diversity

The ability to promote a workplace where diversity is welcomed, valued, and expressed in practice.