



JOB DESCRIPTION

Position Title: Operations Manager

Date: August 2026

Department: Operations

Supervisor: Director of Operations

Position Summary:

This is a management position in the Operations Department that is responsible for the planning, coordination, and oversight of construction, maintenance, and operational activities related to roads, utilities, buildings, parks, fleet and other District of Hope assets. Under the direction of the Director of Operations, and while working with a high degree of autonomy, the Operations Manager provides leadership and operational oversight for the Parks Supervisor, Roads and Drainage Supervisor, and Utilities Supervisor, and directly supervises the Heavy Duty Mechanic in support of fleet maintenance functions.

Core Values:

Every employee is expected to demonstrate commitment to the following core values:

- Safety;
- Integrity;
- Personal Responsibility;
- Team Work;
- Respectful Workplace; and
- Inclusiveness.

Physical Demands:

- Periods of prolonged sitting;
- Periods of prolonged typing;

Psychological Demands:

- Periods of high pressure and stress;
- Dealing with sensitive information, situations and/or situations of conflict;
- Must be able to respond frequently changing operational demands;
- Must be able to deal effectively with difficult people and extremely stressful situations; and
- Must be able to understand written and/or verbal instructions.

Responsibilities:

- Oversee, guide, motivate, and mentor Operations staff through effective recruitment and selection, employee engagement, performance management, employee training and development;
- Establish performance expectations and conduct performance reviews;
- Assign work to crews to maximize efficiency while complying with WorkSafeBC;
- Foster a positive, collaborative, and safety-focused work environment;
- Respond to internal and external stakeholders through a variety of mediums including email, phone, and in-person to achieve operational objectives;
- Responsible for timesheet management, attendance management, task tracking, and meeting attendance including council meetings as required;
- Prepare correspondence including but not limited to reports, departmental workplans, contracts, quotes and department policies and procedures;
- Manage the operations budget as appropriate to the purview of the position;
- Assist the Director of Operations with annual budget preparations for all related facilities and infrastructure including major maintenance and minor capital projects;
- Monitor expenses and implement cost-control measures;
- Analyze financial reports and identify opportunities for improved profitability and efficiency;
- Procure equipment and supplies within budgetary guidelines and spending limits;
- Obtain quotations and select appropriate contractors;
- Invoice approvals;
- Prioritize projects and workload of self and crew;
- Optimize work through implementing new technologies and best practices to increase operational efficiencies;
- Monitor operational performance and implement strategies to improve productivity, quality, and cost-effectiveness;
- Identify operational inefficiencies and implement continuous improvement programs;
- Analyze operational data and key performance indicators (KPIs) to drive informed decision-making;
- Record and organize inspections, repairs, maintenance and benchmarking data;
- Recommend, select, and supervise contractors when contract work is required;
- Track and ensure all equipment, tools, and apparatus are in good repair and in proper working order;
- Recommend options or projects that facilitate upgrades, or replacement of existing facilities and coordinate the required work to ensure completion;
- Ensure safety and risk management policies, procedures, legislation and regulations are adhered to by all employees and contractors;
- Act as a positive role model by following all internal policies and procedures, as well as complying with external legislation and regulations as they pertain to safety;
- Administer the District of Hope's safety program by ensuring safety training and documentation are completed in accordance with the program and incidents are reported and investigated in accordance with the program;
- Debrief with crews when incidents occur and discuss preventative measures;
- Act as the Director of Operations, in their absence;
- Performs related work as required.

Required Knowledge, Skills and Abilities:

- Completion of post-secondary education in construction, civil engineering, or another related program;
- Certification in Civil Engineering Technology or Public Works Supervision, is considered an asset;
- Training or education in administrative management, project management, or leadership is considered an asset;
- 5 years' experience supervising within a Public Works environment;
- Significant experience with municipal infrastructure, maintenance, and construction;
- Experience supervising in a unionized environment is considered an asset;
- Sound knowledge of municipal infrastructure and Operations best practices including roads and sidewalks maintenance and repair (including winter operations); water, and wastewater distribution systems (including SCADA systems), storm drainage systems, parks maintenance (including cemetery operations), fleet and vehicle maintenance, solid waste collection and facilities maintenance;
- Sound knowledge of safe operations of tools and equipment, safe work practices and procedures including the Occupational Health & Safety regulations;
- Exceptional leadership and supervisory skills;
- Effective written and oral communication;
- Sound knowledge of Microsoft Office suite;
- Ability to create and develop systems and programs that support the effectiveness and efficiency of the Operations Department;
- Ability to prioritize and re-prioritize effectively;
- Ability to manage multiple priorities in a fast-paced environment;
- Ability to work with minimal supervision;
- Ability to build and maintain positive working relationships with internal and external stakeholders;
- Ability to manage situations with a high degree of tact, discretion, and confidentiality;
- Workplace Violence Prevention;
- Workplace Hazardous Materials Information System (WHMIS);
- A valid driver's license.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. This is a general list of responsibilities, duties, and skills required of personnel so classified. Other related duties may be assigned in keeping with the general nature of the position.

Working Conditions:

The incumbent will work the standard workweek of Monday to Friday, 7:00 a.m. to 3:30 p.m. and on occasion work additional hours as required. The incumbent will be an Exempt employee. Performance is subject to review, inspection and evaluation by the Director of Operation