



POSITION DESCRIPTION Ministry of Transportation

POSITION TITLE:	Area Manager, Roads	POSITION NUMBER(S):	
DIVISION: (e.g., Division, Region, Department)	Various Regions		
UNIT: (e.g., Branch, Area, District)		LOCATION:	
SUPERVISOR'S TITLE:	Operations Manager	POSITION NUMBER	
SUPERVISOR'S CLASSIFICATION:	ML 5	PHONE NUMBER:	
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:		CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

PROGRAM

The primary function of the District is to ensure the safe and efficient movement of goods, services and people in a given geographic area. The program administers the road and bridge maintenance contracts, provincially totalling \$320 million annually, the rehabilitation program, development approvals and support for the provincial capital program. The operations of each District support the growth and development of the provincial economy with impacts on other provinces. District operations are a direct link between the ministry and the public/stakeholders providing a key transportation link in a multi-modal environment.

PURPOSE OF POSITION

To identify overall program priorities and to ensure the preservation and improvement of the road infrastructure for the safety and convenience of the travelling public. In unison with the Operations Manager, the Area Manager acts as the local ministry representative with stakeholders on highway operations related issues and customer service delivery within their assigned area.

NATURE OF WORK AND POSITION LINKS

The position requires effective communication with the public, stakeholders, elected officials, regulatory agencies, maintenance contractor(s) and other Ministry staff. Area Managers plan, organize and implement the delivery of various road rehabilitation and improvement projects integrated with other Ministry programs. In emergency situations, Area Managers are required to provide immediate direction and response to ensure the safety and protection of the public, the infrastructure, and the environment.

Road and Bridge Maintenance Contractor – to ensure the delivery of an effective road and bridge maintenance program through a positive on-going relationship;

Operations Manager – to coordinate with the District team as the local ministry representative on highway operations related issues within their assigned area and ensure cost effective delivery of projects;

Senior Ministry staff – to ensure senior management is advised of emerging issues and recommending an appropriate ministry response. Responding to requests for information through investigation and research including drafting briefing notes, letters and other correspondence;

Internal Ministry staff – to liaise, support and implement ministry programs and initiatives;

Consultants/Contractors – to plan, manage, and monitor contracts;

Provincial and local elected officials, representatives of other Ministries and agencies; federal, provincial, municipal and regional governments, School Districts, local businesses, stakeholders, RCMP or municipal police, First Nations representatives, utility agencies, media and the public – to establish and maintain relationships by identifying and resolving local issues using a strong customer service focus.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. (30%) Acts as the ministry representative by identifying and resolving local highway operations issues through provision of customer service delivery within their assigned area by:

- Establishing and maintaining a positive relationship with provincial and local elected officials, representatives of other Ministries and agencies; federal, provincial, municipal and regional governments, School Districts, local businesses, stakeholders, RCMP or municipal police, First Nations representatives, utility agencies, railways, media and the public;
- Responding to requests for infrastructure improvements, public complaints, and maintenance inquiries, ensuring timely and appropriate actions are taken to address the issues;
- Chairing or attending public meetings and addressing issues regarding Ministry policy, planning, priorities, programs and projects;
- Preparing correspondence including briefing notes, Minister's letters, Union of BC Municipalities (UBCM) issues, Issue Alerts, Regional Transportation Advisory Committees (RTAC), Public Notices or Ombudsman investigations;
- Researching and responding to legal issues and/or attending hearings, examinations for discovery, trials and advising Ministry legal council in response to liability challenges or queries;
- Reviewing and discussing works with Utility agencies and other corridor users to ensure coordination with highway operations;
- Providing operational advice to development approvals staff on the impact of development, rezoning and other works to highway infrastructure;
- Providing operational advice to Ministry and local government staff on Corridor Management Studies, Official Community Plans, municipal incorporation proposals and Major Street Network Plans;
- Researching and responding to First Nations concerns or queries, including consulting on archeological and traditional use impacts, and treaty negotiations;

2. (25%) Administers the Road and Bridge Maintenance Contract for an assigned portion of the District to provide assurance the Contractor is fulfilling the terms and conditions of the contract by:

- Implementing audit plans and schedules, following the guidelines of the Contractor Assessment Program (CAP), to assess contractor compliance with their Quality Management System (QMS) and the other contractual obligations;
- Reviewing changes and making recommendations for proposed amendments to the Road and Bridge Maintenance Contract and Contractor's QMS;
- Working closely with the contractor to coordinate a comprehensive maintenance plan and recommending adjustments to ensure needs and priorities of the area roads are integrated with other Ministry projects and programs;
- Seeking partnering opportunities and using problem-solving techniques with the Contractor to deliver works in an innovative and cost effective manner;
- Monitoring works in progress to ensure the safety of the public and compliance with the Contractor's QMS and the other contractual obligations as well as ensuring compliance with environmental regulations and standards;
- Monitoring adverse weather/road conditions to ensure compliance with the maintenance specifications and other contractual obligations;
- Verifying and reconciling reported Quantified Maintenance activities, and accepting or rejecting contracted works;
- Identifying, documenting and notifying contractor of non-conformance and/or safety issues, monitoring responses to ensure that the contractor can demonstrate continual improvement;
- Documenting instances of non-compliance that may be required to support the intervention process;
- Implementing an assigned portion of the transition plan in the event of default for continued maintenance, under the supervision of the Operations Manager;
- Providing information to ensure the road and other inventory systems are updated to reflect additions or reductions to the inventory.

3. (20%) Plans, organizes, coordinates and manages highway operations and road rehabilitation/improvement programs for an assigned area of the district to ensure the infrastructure provides for the safety and convenience of the travelling public by:

- Planning, estimating and prioritizing rehabilitation works in developing program and budget requirements for upcoming years;
- Ensuring planned improvements complement the interests of the District, Maintenance Contractor, local governments, stakeholders and the travelling public in providing a safe and efficient highway road system within the district;
- Participating as a management team member in developing the short and long-term plan of improvements to the District road system, integrating all relevant programs and maintenance services;
- Optimizing traffic movement through the use of incident management and provision of timely traveller information;
- Evaluating, approving and monitoring lane closure requests and traffic management plan submissions;
- Identifying the needs and deficiencies of the highway and side road network to compile and prioritize future remedial

work plans;

Representing the District on project management teams as a source of local knowledge and as a contact to address local concerns;

Consulting with First Nations on projects which may involve traditional use areas, potential road rights-of-way or land claim issues;

Recommending professional and/or technical studies, assessments, or testing related to highway operations;

Monitoring frost probe and strength loss data, assessing road structure and recommending road restrictions to avoid damage to infrastructure during periods of seasonal strength loss;

Providing input and making recommendations regarding various administrative and operational programs including load restrictions center line marking central tire inflation and speed zones etc.

4. (15%) Manages the District project delivery of the Road Rehabilitation Programs in an assigned area of the District by:

Participating as a team member, establishing the project goals, objectives and work schedules and provide input into assignments for project managers and supervisors;

Where assigned as a District project manager, implementing the appropriate level of project management or supervision, including the coordination of other district or regional resources (technical and administrative) and the management and administration of contracts to ensure successful delivery of the work;

Reviewing new construction techniques and seeking innovative delivery methods to optimize resources;

Preparing and issuing Contract For Service (CFS) Agreements with internal Professional Services and/or Field/Engineering Services for involvement in projects as anticipated;

Preparing estimates, cost benefit and option analysis, Special Provisions, and specific contract information, to ensure appropriate contracts are utilized in completion of required works;

Arranging for purchase and delivery of materials through various acquisition methods, to approved spending authority limits;

Where assigned, providing project supervision of equipment, labour and material resources to ensure completion of works;

Evaluating, approving and monitoring traffic management plans for all projects within assigned area to ensure public safety and convenience.

Periodically inspecting gravel reserves to ensure excavations, deposits of debris and stockpiles are made in a responsible manner and are in compliance with pit development plans, the Mines Act and WCB regulations;

5. (5%) Emergency Response and Infrastructure Restoration by:

Responding immediately to any unusual events or emergencies as a result of accidents, dangerous goods spills, landslides, rock-falls, avalanches, earthquakes, flooding, fires, etc. to ensure the safety of the travelling public and protection of existing infrastructure;

Assuming the role of site commander for avalanches, flooding, landslides and washouts, etc. and coordinating multi-agency response until proper authorities, if applicable, have arrived;

Fulfilling an assigned role under the British Columbia Emergency Response Management System when responding to any emergency or event affecting the travelling public or road infrastructure, in conjunction with other agencies or in support of emergency response;

Monitor traffic / road conditions in response to accidents or severe weather and, in consultation with Municipal Police, RCMP and Maintenance Contractor, approve and oversee road closures and post travel advisories if required;

Attending Motor Vehicle Accidents sites that involve fatalities or road/weather factors to document circumstances to protect the Ministry from potential litigation;

Attending events as described in the Emergency Maintenance Standards to ensure timely routine response is initiated by the Contractor and to review estimates for continuance of Emergency or Additional Works to ensure completion of repairs;

Undertaking emergency response, restoration projects or mitigative works, beyond the scope of the maintenance contract, under the Provincial Emergency Program, either through hired equipment or by contracted services, to protect property or infrastructure.

6. (5%) Performs other related duties by:

Acting as Operations Manager in their absence and/or to attend meetings on their behalf;

Providing relief for other Area Managers, Roads as well as Bridge Managers which may be outside their "assigned" area;

Supervising summer students, where assigned, including managing performance by developing a performance plan, signing off employee appraisals, managing leaves/absences and recommending disciplinary action;

Assisting in recruitment and selection for District staff, including developing and marking prequalification exams, developing interview questions and participating as a panel member;

Operating an assigned vehicle and ensuring prescribed maintenance is performed;
 Providing assistance and recommendations to junior employees as required.

FINANCIAL RESPONSIBILITY

Administer the road and bridge maintenance contracts, provincially totalling \$320 million annually, the rehabilitation program, development approvals and other local improvements;
 Signing authority of up to \$250,000
 Responsible for managing individual projects up to \$1,000,000

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff	0	1-2
Supervises staff through subordinate supervisors	0	0

PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers	1-2	Provides formal training to other staff	
Lead project teams	1-4	Assigns, monitors and examines the work of staff	

SPECIAL REQUIREMENTS

May use Emergency Traffic Control and First Aide (level 1).
 May use fall protection – working at heights, embankments, etc.
 May require Avalanche Safely for Transportation and Industry - Level 1 training.
 Valid class 5 license.

TOOLS / EQUIPMENT

May use avalanche beacons/rescue equipment.
 May use emergency response equipment for monitoring/recording data.
 Specialized equipment for weather monitoring/reporting (RWIS/RAWS/Frost probes).
 Specialized MOT software such as CPS and Drive BC.

WORKING CONDITIONS

Works alone; outside in hazardous/severe weather conditions; confined spaces.
 Frequent travel – less than ideal road conditions.
 May be first on scene for fatalities.
 On site for avalanches, mudslides, debris torrents, flooding, etc.

PREPARED BY

NAME: Bud Harbidge	DATE: February 23, 2005	TITLE: Human Resources Consultant Bud Harbidge and Associates
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EXCLUDED MANAGER AUTHORIZATION

I confirm that: 1. the accountabilities / deliverables were assigned to this position effective: February 1, 2005. 2. the information in this position description reflects the actual work performed. 3. a copy has / will be provided to the incumbent(s).

NAME:

SIGNATURE:

DATE:

ORGANIZATION CHART

Deputy Minister, Ministry of
Transportation Assistant
Deputy Minister, Ministry
of Transportation
Regional Director
District Manager
Transportation
Operations Manager Job
Description Area Manager,
Roads, February 24, 2005.
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Area Manager, Roads (Topic Position)

SELECTION CRITERIA

A. STATE MINIMUM, ESSENTIAL QUALIFICATIONS WHICH MUST BE BROUGHT TO THE POSITION EDUCATIONAL AND/OR OCCUPATIONAL CERTIFICATION

Grade 12 or GED, OR

Diploma from a recognized Institute of Technology (e.g. Applied Science Technologists and Technicians of BC) in civil engineering, structural engineering, construction technology, survey technology or related field of study, OR
University or college degree in civil engineering, geology, survey science or related field of study, and
Valid Class 5 BC Drivers license in good standing.
Successful completion of the Area Manager Roads certification program.

EXPERIENCE AND/OR ACHIEVEMENTS

(In #1 above) And a minimum of five years related experience (e.g. contract, asset, area or people management),

(In #2 above) And three years related experience as defined above,

(In #3 above) And one year related experience as defined above.

RATED QUALIFICATIONS KNOWLEDGE

Good knowledge of:

Occupational health and safety regulations;

Traffic control operations and policies, procedures and operations;

Procedures for working in proximity to power lines;

Inspection practices or testing procedures for roads, Working knowledge of:

Environmental guidelines and regulations as they pertain to work hazardous materials, etc.;

Working with contract administration policies and procedures;

Structural engineering or construction principles and techniques, survey technology and practices as they relate to design, construction and maintenance;

Audit process, procedures and practices;

Common computer programs including word processing and spreadsheets;

Remaining knowledgeable on all applicable contract language, regulations, standards, policies and legislation;

Possessing a working knowledge and awareness of the Acts, Regulations and Policies of other agencies (Mines, Federal Fisheries, Provincial Water, Land and Air Protection, Regional Districts) pertinent to the project works;

SKILLS AND ABILITIES

Evaluate construction proposals, work in progress, traffic control, environmental impacts and related work activities and make recommendations or, take action to change or modify based on conditions, events or past practice;

Interpret, explain and implement contract provisions, regulations, policies and procedures to technical and non-technical staff, contractors, public and representatives of government or first nations in a clear, concise and complete manner;

Multi-task while performing or managing work, assignments or projects;

Prioritize/change work in order to achieve objectives or meet deadlines;

Deal with distraught or hostile individuals in an appropriate manner;
Conduct evaluations, analyze results, keep summary information and prepare technical reports;
Research, evaluate, gather and compile information;
Manage the use of materials and resources;
Convey information or provide training to staff and contractors in a seminar or workshop format;
Exercise tact, diplomacy and sound judgement in dealings with staff, contractors, public and representatives of government or first nations;
To work under pressure and stress in emergency situations.

PROVISOS

Able and willing to climb up and down steep slopes and between structures
Able and willing to respond to emergencies
Able and willing to work in hazardous conditions/locations
Able and willing to obtain Area Manager's Roads Certification within one year of appointment
Able and willing to speak publicly
Able and willing to travel frequently
Able and willing to work in an office environment
Able and willing to work outside during periods of inclement weather and/or rough terrain.

COMPETENCIES

Flexibility is the ability/willingness to adapt to/work effectively within a variety of diverse situations, with diverse individuals or groups. Flexibility entails understanding/appreciating different/opposing perspectives on an issue, adapting one's approach as situations change/accepting changes within one's own job or organization.

Initiative Involves identifying a problem, obstacle or opportunity/taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things/not simply thinking about future actions. Formal strategic planning is not included in this competency.

Integrity refers to actions that are consistent with what one says are important. People with integrity "walk the talk" by communicating intentions, ideas/feelings openly/directly, welcoming openness/honesty even in difficult negotiations.

Listening, Understanding/Responding is the desire/ability to understand/respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately/respond effectively to both spoken/unspoken or partly expressed thoughts, feelings/concerns of others. People who demonstrate high levels of this competency show a deep/complex understanding of others, including cross-cultural sensitivity.

Problem Solving/Judgement is the ability to analyze problems systematically, organize information, identify key factors, and identify underlying causes/generate solutions.

Relationship Building is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals/establishing advantages. These people may include customers, clients, counterparts, colleagues, etc.

Results Orientation is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.

Self-Control is the ability to keep one's emotions under control/restrain negative actions when provoked, faced with opposition or hostility from others, or when working under stress. It also includes the ability to maintain stamina under continuing stress.

Service Orientation implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g. educational institutes, non-government organizations, etc.), co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

Teamwork and Cooperation is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.