

POSITION TITLE:	Operations Manager	POSITION NUMBER(S):	Various (13 )
DIVISION: (e.g., Division, Region, Department)			
UNIT: (e.g., Branch, Area, District)	Various	LOCATION:	Various
SUPERVISOR'S TITLE:	District Manager, Transportation	POSITION NUMBER	0
SUPERVISOR'S CLASSIFICATION:	ML 6/7	PHONE NUMBER:	

### PROGRAM

The districts are responsible for ensuring the safety of the travelling public on the highway system. They have responsibility for: highway and bridge maintenance and rehabilitation; development approvals delivery; front line services to the public and; interaction with communities. Some districts also have responsibility for avalanche control and inland ferries

### PURPOSE OF POSITION

The district operations manager reports to the district manager, transportation and is responsible for the day-to-day operation of road and bridge maintenance. The position ensures that roads and bridges are maintained in accordance with the maintenance agreement between the contractor and the province, through a program of quality audits. The position directs and supervises staff and identifies their ongoing needs for training and development. The position also co-ordinates the rehabilitation projects for the district. Some operations managers also have responsibility for development approvals, inland ferries and avalanche control. This position acts as the second-in-command to the district manager.

### NATURE OF WORK AND POSITION LINKS

Working with considerable independence, and in a dynamic environment where change is constant and requires rapid, sound responses, the operations manager interacts with a wide variety of officials within various levels of governments, the highway private sector, communities and special interest groups. The operations manager is expected to demonstrate creativity in developing innovative ways for improving the highway system. Specific contacts include:

- MLAs and elected officials;
- Private sector maintenance contractors;
- General public;
- Community associations;
- Municipal and regional governments;
- Federal government departments;

Other ministries or government agencies whose jurisdictions affect district operations.

### SPECIFIC ACCOUNTABILITIES / DELIVERABLES

- Provides leadership, develops, manages and evaluates staff to ensure superior performance.
- Ensures that financial, personnel and contracted resources are managed effectively and economically in accordance with ministry and government requirements.
- Provides operational guidance and direction to district staff to ensure that the respective contractors meet the terms and conditions of the road and bridge maintenance contracts.
- Interprets applicable acts and regulations to ensure contractor compliance with ministry and government administrative and technical policies, procedures and standards.
- Works directly with contractors to resolve service, quality assurance and related work performance problems.
- Reviews proposals, plans and drawings to assess their applicability to problem or project specific situations and seeks, as required, expert technical advice from regional staff to guide modification/approval decisions.
- Initiates and/or authorizes modifications and changes to contractor submitted annual work plans.

- Co-ordinates the identification, planning and delivery of district rehabilitation projects.
- Responds to public inquiries and concerns (including ministerial correspondence) regarding the district's road and bridge maintenance services, and related operational issues.
- Authorizes, as required, short-term road/bridge closures to ensure public safety.

Acts as the second-in-command to the district manager.

**FINANCIAL RESPONSIBILITY**

- Budget:
- FTEs:

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

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff		
Supervises staff through subordinate supervisors		

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

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>		Provides formal training to other staff <input type="checkbox"/>	
Lead project teams <input type="checkbox"/>		Assigns, monitors and examines the work of staff <input type="checkbox"/>	

**SPECIAL REQUIREMENTS**

**TOOLS / EQUIPMENT**

**WORKING CONDITIONS**

**WORK EXAMPLES**

**COMMENTS**

**PREPARED BY**

NAME:	DATE:	
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**EXCLUDED MANAGER AUTHORIZATION**

I confirm that:

1. the accountabilities / deliverables were assigned to this position effective: **(Date)**.
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](#)

## STAFFING CRITERIA

### EDUCATIONAL AND/OR OCCUPATIONAL CERTIFICATION

- A) Secondary School Graduation or GED (General Educational Development) and graduation from a Technical Institute in Civil Technology, Construction, Transportation Systems & Planning, Traffic or equivalent
- B) Graduation from a University in Civil Engineering, Business Administration, Urban and Regional Planning or equivalent
- C) Valid class 5 BC Driver's License

### EXPERIENCE AND/OR ACHIEVEMENTS

With A (above) minimum 5 years public or private sector experience equivalent to a managerial, construction supervisor, field superintendent or related employment involving management, supervision and inspection of the construction, repair or maintenance of roads, bridges and similar structures including negotiating and co-ordinating the work of construction trades. With B (above) a minimum of 3 years public or private sector experience equivalent to a managerial, construction supervisor, field superintendent or related employment involving management, supervision and inspection of the construction, repair or maintenance of roads, bridges and similar structures including negotiating and co-ordinating the work of construction trades.

**B. RATED QUALIFICATIONS** (Criteria which will be tested by Oral interview questions, written exams, practical tests, and past work performance checks)

### KNOWLEDGE

A thorough knowledge of the techniques, principles and technologies used for the design, construction, rehabilitation and maintenance of roadways, bridges and attendant support systems.  
A good knowledge of: generally accepted financial management policies, practices and procedures; generally accepted human resource management policies, practices and procedures; environmental regulations and standards; Occupational Health and Safety regulations and standards.

### SKILLS AND ABILITIES

A developed ability to: organise, manage, lead and motivate professional, technical, administrative staff and independent contractors who are geographically dispersed; manage and account for budgeted funding; communicate complex, technical or regulatory information in a clear, concise and appropriate manner both verbally and in writing; make public presentations and deliver information or decisions that may not be well received; meet and deal with representatives of the three levels of government, First Nations, public and media representatives to discuss or explain programs, initiatives or decisions; successfully negotiate agreements on behalf of the ministry where the parties may be in disagreement or conflict.

## COMPETENCIES

- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. Without formal authority, leadership is demonstrated through negotiation, mediation and influence management of decisions involving stakeholders with competing interests and priorities;
- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance, sectoral or enterprise performance. It requires a broad knowledge base (across ministry sectors) and an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs;
- **Change Leadership** involves creating a new vision for the organization/taking the required actions to ensure that the members of the organization accept/support the vision. It generally requires the individual to be in a relatively senior

or high level position, although this is not always the case;

- **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;
- **Holding People Accountable** involves setting high standards of performance and holding team members, other government jurisdictions, outside contractors, industry agencies, etc., accountable for results and actions;
- **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;
- **Empowerment** is the ability to share responsibility with individuals and groups so that they have a deep sense of commitment and ownership. People who practice empowerment participate and contribute at high levels, are creative, innovative, take sound risks, are willing to be held accountable and demonstrate leadership. They also foster teamwork among employees, across government and with colleagues, and, as appropriate, facilitate the effective use of teams;
- **Innovation** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization. Is expected to provide innovative, communicative and problem solving approaches to the complex task of land use and conflict resolution;
- **Building Partnerships with Stakeholders** is the ability to build long-term or on-going relationships with stakeholders (e.g. someone who shares an interest in what you are doing). This type of relationship is often quite deliberate/is typically focused on the way the relationship is conducted. Implicit in this competency is demonstrating a respect for/stating positive expectations of the stakeholder;
- **Strategic Orientation** is the ability to link long-range visions and concepts to daily work and take action to develop strategic plans that support the long term view and contribute to the achievement of the government's goal to improve service delivery across all government programs and services.