

TITLE: OPERATION MANAGER

CLASSIFICATION: BAND 3

JOB OVERVIEW

The Operations Manager is responsible for negotiations involving business to business arrangements. As a member of the Business Area (BA) management team, the Operations Manager provides overall leadership and management of the forest resource planning, First Nation and stakeholder relations; data stewardship, and environmental and safety certification components of the business. The position leads and is accountable for forestry functions carried out by professional and technical staff. The position leads and/or participates in corporate Working Groups.

ACCOUNTABILITIES

- Manages the financial, human and contracted resources effectively and economically in accordance with ministry and government requirements.
- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes.
- Manages the development and implements strategic and operational plans consistent with BC Timber Sales provincial goals, objectives and guidelines.
- Ensures performance standards and service levels are maintained.
- Conducts ongoing communications and negotiations with local stakeholders to ensure an understanding of ministry programs and resolution of issues related to operations.
- Interprets and administers acts and regulations and ensures compliance with ministry and government policies, procedures and standards.
- Reviews proposals and plans to assess applicability to problem and/or project specific situations and requests specialist advice when required.
- Prepares and/or negotiates contracts, monitors performance and authorizes payment.
- Provides direction to staff to ensure that contractors meet agreed upon terms and conditions; works directly with contractors to resolve service, quality assurance and related performance issues.
- Represents the Business Area in First Nation's interaction and relationship building, including the negotiation of protocols and business to business agreements that ensure efficient, effective and adequate information sharing, consultation and accommodation measures and mutually beneficial economic opportunities are realised.
- Provide overall leadership and management of the forest resource planning, data stewardship, and environmental and safety certification components of the business.
- Acts as a statutory decision maker, as and when required.

JOB REQUIREMENTS

- Degree or diploma in resource management, public administration, aboriginal studies or equivalent and five years (gained within the last seven years) of related experience.
- Experience in program administration including allocating resources, leading and coaching diverse teams, supervising staff and in strategic business planning, procurement and financial management.

- Experience developing and maintaining working relationships with stakeholders in natural resource management or infrastructure development.
- Experience with resolving problems through negotiation with stakeholders to ensure an understanding of ministry programs and related to operations.
- Must possess at minimum a valid Class 5 B.C. Driver's License that does not limit or restrict the ability to conduct the duties of the job.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

PROVISOS

- Must be willing and able to withstand the rigors of fieldwork.
- Must be willing to work in adverse weather conditions.
- Must be willing and able to travel to meet job requirements.
- Must be willing and able to travel in fixed and or rotary winged aircraft and or watercraft.

PREFERENCE STATEMENTS

- Experience participating in negotiations with First Nations.
- Experience conducting research and analysis related to land use, resource management, social or economic development issues.

KNOWLEDGE, SKILLS AND ABILITIES

- Basic knowledge of the structures and mandates of the Ministry of Forests, Lands and Natural Resource Operations, and BC Timber Sales.
- Knowledge of communications and engagement principles, theories, tools and techniques.
- Knowledge of constitutional and statutory responsibilities associated with First Nations consultation.
- Knowledge of forest resource management, specifically, operational planning, silviculture, timber harvesting, tenures, engineering and timber pricing.
- Knowledge of the regulatory framework including the *Forest Act*, the *Forest Range Practices Act*, and other related legislation.
- Knowledge of business planning, budgeting and performance monitoring.
- Knowledge of contract administration, monitoring and quality control concepts and activities.
- Knowledge of external stakeholders and consultation processes and responsibilities.
- Ability to oversee, manage and coordinate several complex concurrent initiatives.
- Ability to articulate goals, gain commitment, secure resources and accomplish goals.
- Ability to communicate clearly and effectively both verbally, in writing (respond to public inquiries, drafting professional reports and briefing materials), and or as a public presentation.
- Ability to use computer applications (such as spreadsheets, databases, electronic mail, and word processing) to enter and retrieve data and create and edit a variety of effective correspondence and reports.

- Ability to lead direct or indirect reports and/or work team performance by setting goals and standards, evaluating performance and correcting where applicable.
- Ability to develop, review, analyze and monitor goals, objectives and strategies to ensure program objectives and commitments are met.
- Ability to forecast, develop, manage and reconcile a 5-year budget and business plan to ensure program objectives and commitments are delivered.
- Ability to forecast, allocate and manage human resources to ensure program objectives and commitments are delivered.
- Ability to identify, analyze, develop and implement new and creative solutions to complex problems and provide advice and recommendations.
- Ability to establish and maintain respectful, productive and cooperative working relationships with ministry staff, public and private stakeholders, contractors, and First Nations, which may include effective use of conflict resolution skills.

BEHAVIOURAL COMPETENCIES

- 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 and is typically focused on the way the relationship is conducted. Implicit in this competency is demonstrating a respect for and stating positive expectations of the stakeholder. (L5)
- Business Acumen is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs. (L4)
- Conflict Management is the ability to develop working relationships that facilitate the prevention and/or resolution of conflicts within the organization. (L5)
- 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. (L5)
- Leadership implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly. (L5)
- Strategic Orientation is the ability to link long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices. (L5)
- Teamwork and Co-operation is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views. (L5)