

REVIEWED: August 30, 2017

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JOB TITLE – PUBLIC SERVICE & OPERATIONS SUPERVISOR (NU)

POSITION SUMMARY

- The Public Service & Operations Supervisor is responsible for:
 - preparing and overseeing the capital and operational budget for the Public Service and Operations Department;
 - implementing all assessment, maintenance, construction and operation of the Municipal Road Network, Water and Sewer Treatment Plants, Water and Sewer Distribution System, Waste Disposal Site, Cemetery, Parks, Golf Course, and all Municipal buildings / facilities and parking lots (Ear Falls Government Building, Community Health Centre, Recreation Centre, Public Service and Operations Shop, Wellair Building, Dog Pound etc.) in accordance with approved budgets
 - the maintenance and deployment of all works tools, vehicles and equipment
 - supervising Public Service and Operations employees
 - ensuring a safe and healthy workplace.
- This position requires the ability to perform all duties that may be assigned to other staff within the department. While this is a non-union position, the PS&O Supervisor has and will continue to perform bargaining unit work in a working foreman capacity, as necessary.

REPORTING RELATIONSHIPS

- the Public Service & Operations Supervisor is under the supervision and directly reports to the Clerk Treasurer Administrator.

RESPONSIBILITIES

- to direct and supervise Public Service and Operations employees (Public Service and Operations 1 employees, Waste Disposal Site Attendant and Custodian); responsible for the completion of written Performance Appraisals for all direct reports.
- to plan, implement, and supervise the operation and maintenance of buildings/facilities, equipment, infrastructure and operations services under the jurisdiction of the Public Service & Operations department through effective scheduling and adherence to approved budget.
- ensures that all legislation, regulations and requirements of by-laws and policies relevant to the department of Public Service & Operations are enforced as required

- regularly visits worksite to check on safety procedures, investigates and reports accidents that may occur and ensures that safety regulations are adhered to
- identifies the requirement for and sets up systems to control inspections and repair of buildings, equipment and infrastructure for the municipality in accordance with approved standards and procedures
- patrols areas within jurisdiction of the municipality to ensure that road maintenance and snow removal services are carried out in an effective manner and determines the necessary staffing requirements and equipment to meet the established standards and policies
- prepares detailed departmental operating and capital budgets and monitors budgets to ensure optimum utilization of resources
- keeps abreast of all technology, systems and methods necessary to ensure maximum service and performance to the municipality
- developing departmental levels of service for Council approval and identifying and resolving problems for the department as required
- evaluating the effectiveness and cost efficiency of services and formulating appropriate recommendations for new or modified services
- developing strategies to maximize utilization of staff and to ensure effective training and development systems are in place; ensures that all subordinate staff are adequately trained, and informed of new processes and procedures as required
- ensures the safety, maintenance and management of all equipment, vehicles and material resources utilized in the provision of works services to the municipality
- attends Council Meetings and some public meetings as required
- all duties that are required of a Public Service & Operations 1
- performs other tasks as assigned
- Every worker has a general duty to work safely, in accordance with the Ontario Occupational Health & Safety Act and its Regulations.
- To use or wear the equipment, protective devices or clothing that the employer requires to be used or worn.
- To report to the Employer the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger the worker or other personnel.

- Every worker must take reasonable care necessary in the circumstances to avoid harm (due diligence).

A SUPERVISOR SHALL ENSURE THE WORKER

- works in a manner and with the protective device, measures and procedures required by the Act and Regulations.
- uses or wears the equipment, protective devices, measures and procedures that the worker's Employer requires to be used or worn.
- is advised of the existence of any actual or potential danger to the health or safety of the worker of which the Supervisor is aware.
- where as prescribed, provides a worker with written instructions as to the measures and procedures to be taken for the protection of the worker.
- takes every precaution reasonable in the circumstances for the protection of the worker.

IMPACT OF ERRORS

- Failure to perform duties accurately and responsibly would result in financial and legal repercussions and may result in poor public and employee relations, inaccurate records and reports, and confusion to the public.

DECISION MAKING

- work is performed under the general direction of the Clerk Treasurer Administrator
- uses judgment in protection of confidentiality and maintenance of municipal records
- organizes work assignments in view of priority and deadlines.
- directs the operation of the Public Service & Operations department ensuring conformance to budget limitations, established standards and policies of the Corporation

WORKING RELATIONSHIPS

- works closely with the Clerk Treasurer Administrator to discuss corporate and departmental projects, employee performance and financial considerations
- works with Municipal Department Heads, Municipal Office and Departmental Staff, Ministry of Environment, the Ministry of Transportation and Ministry of Labour for advice and information as required

- works with contractors (engineers, tradespeople, water/wastewater plant operators, garbage collection contractor) to review their ongoing work with the municipality and ensure adherence to operating contracts
- tact is required to maintain good relations when dealing with the public

QUALIFICATIONS

KNOWLEDGE

- general management skills to coordinate and supervise maintenance activities for several locations and capital projects (generally acquired through Post-Secondary education and/or extensive experience in Municipal Engineering and Public Works Administration)
- thorough knowledge of municipal budgeting practices from initial development of specifications to monitoring and variance reporting functions
- detailed knowledge of, and the ability to interpret and administer a variety of Provincial Legislation/Regulations, Municipal By-Laws and Policies and contractual agreements
- sound technical knowledge of all Public Service and Operations services including water and sewer, roads, waste disposal, building/facility and equipment maintenance
- the managerial and administrative skills to plan, direct and supervise departmental activities involving professional and technical people and the general work force; including strong computer skills to facilitate these activities
- excellent communication and interpersonal skills, both oral and written, to provide advice and direction to staff, provide information to the general public, and liaison with contractors and outside agencies
- organizational and management skills.
- all the same education requirements of the Public Service & Operations 1

EDUCATION

- High School Diploma or Equivalent
- Preference given to individuals who have successfully completed a recognized trade or post-secondary education in engineering/technology.
- Certified Road Supervisor (CRS) designation is desirable
- GIS training / familiarity is desirable

- Valid Class D Driver's Licence
- Confined Space and Fall Arrest Certificate
- Propane Handling Certificate
- Standard First Aid / CPR Certificate
- WHMIS Training

EXPERIENCE

- Minimum 5 years supervisory experience, preferably in a municipal or construction environment

LEADERSHIP

- Supervises Public Service and Operations employees

INITIATIVE / CREATIVITY

- Follows established Policies / Procedures
- Monitors and makes suggestions for improvements to systems and procedures.

WORKING CONDITIONS

- work on municipal work sites in variable conditions on a regular basis
- works in excess of normal hours to attend meetings or attend to emergency situations, as required

EFFORT

- Moderate physical exertion is required
- Strength required with some heavy lifting
- Stress in completing projects on schedule with high degree of interruption on an on-going basis due to priority changes, emergencies and/or public demand.
- Most work assignments are in public view and are therefore subject to public criticism