



Position Title: Program Manager, Maintenance Technical Services

Position Status: Full-Time Regular

Department: Liquid Waste Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: Management / Leadership, Level 3A

Our Liquid Waste Services Department is seeking a Program Manager, Maintenance Technical Services who will lead / motivate a team of Maintenance Engineers, manage long & short term maintenance action plans, develop / implement new strategies, communicate goals and targets, and contribute / advise on best practices regarding safety and work processes.

You are: a visionary and influential leader with excellent strategic thinking skills. You have an extended knowledge of Maintenance Programs, Businesses Initiatives and Financial Planning and a strong desire to coach and mentor staff.

The Program Manager, Maintenance Technical Services falls within our Management / Leadership, Level 3A job family.

This role:

- Leads the Maintenance Engineering Team and contributes to implementing maintenance programs, guidelines and processes. Supervises a team of engineers to achieve goals that contribute to the growth of the division and the organization. Contributes to developing strategic initiatives; evaluates programs and initiatives to ensure they meet the objectives of the division and department; and makes recommendations for new programs or amendments to existing processes.
- Creates an inspiring team environment with an open communication culture. Encourages bonding of team members and demonstrates flexibility. Sets clear team goals and timelines to achieve targets. Delegates tasks and sets deadlines. Motivates team members. Discovers training needs to maximize staff potentials, and encourages and supports staff to recognize the importance of leadership, supervisory and technical training.
- Provides coaching and empowers maintenance engineers to improve their confidence, knowledge and communication skills. Listens to team members' feedback and works collaboratively to resolve complex technical or interpersonal issues and conflicts staff encounter while doing their work. Recognizes high performance and accomplishments, and acknowledges accordingly.

- Ensures and promotes the development of area management team / succession planning through coaching, training and leadership development
- Provides informal feedback on an ongoing basis and formal feedback in the annual performance evaluation process to identify and develop talents.
- Accountable for budget preparation, reporting and resource allocations; monitors and controls spending ensuring the effective and efficient expenditure of allocated funds. Works closely with the Division Manager to determine overall priorities and establish work plans. Provides divisional oversight on major maintenance projects and contributes to the preparation of long range strategic and financial plans of the division and the department.
- Develops and delivers Maintenance Engineering and CMMS System Services programs and ensures programs serve the business needs of multiple user groups. Provides technical and tactical guidance on complex maintenance engineering and CMMS system process issues that may have significant impact and consequences for the Maintenance Division or other operating departments.
- Ensures maintenance processes, guidelines, monitoring and measures are in place to enable the execution of yearly work plans, budgets and long range strategic goals. Evaluates, updates, tracks and takes necessary action on aggregated maintenance safety records. Facilitates regular communication with senior staff to confirm milestones, expenditure projections and confirm performance indicators are met; accounts for shortfalls and determines mechanisms to resolve.
- Provides strategic direction and supports the development of new or revised standards, modified project delivery techniques and changes to administrative protocols and work processes; encourages new and innovative ideas and develops strategies to optimize maintenance activities and improve performance.
- Liaises with other operating divisions and departments to build and maintain working relationships and nurture interdepartmental cooperation; facilitates and leads the coordination between engineering disciplines to ensure maintenance requirements are included in upgrades and capital projects.
- Hires, supervises, directs and develops staff monitoring performance in accordance with goals and objectives. Ensures adherence to corporate policies and collective agreements.
- Facilitates information sharing among staff to transfer knowledge and experience and increase the efficiency and effectiveness of the team. Establishes effective working relationships with various outside agencies as well as other internal departments. Works collaboratively to deliver on strategic initiatives.
- Accountable for ensuring staff perform their work in accordance with work and safety objectives defined by the division's strategic and tactical plans and WorkSafe BC and Metro Vancouver safe work practices.
- Upholds Metro Vancouver's reputation through positive and forthright dealings with other organizations and members of the public. Understands the organizational culture and the processes/mechanisms necessary to attain work objectives.
- Works closely with the Maintenance Field Staff: Electrical, Mechanical, Welding and Instrumentation supervisory teams.
- Performs other related duties as required.

To be successful, you have:

- Applied Science Degree in Electrical and/or Mechanical Engineering discipline. 8-10 years of related maintenance experience; or an equivalent combination of training and experience.
- Membership or eligibility for immediate membership as a registered Professional Engineer (P. Eng.) with the Engineers and Geoscientists of British Columbia (EGBC).
- Excellent leadership, communication, organizational, time-management, decision-making, negotiation, conflict resolution and strategic thinking skills.
- Considerable technical expertise related to maintenance engineering and CMMS system processes. Sound knowledge of maintenance program activities and goals for a variety of approaches.
- Sound budgeting and financial management skills. Ability to monitor budgets, meet financial objective and ensure the effective and efficient expenditure of allocated funds.
- Considerable knowledge of WorkSafe BC regulations and corporate safe work practices.
- Excellent written and oral communication skills including well developed report writing and presentation skills; ability to communicate complex technical requirements and implications to diverse audiences.
- Demonstrated ability to build and maintain effective working relationships. Skill in dealing openly, tactfully and sensitively in a variety of situations and responds effectively to emotional triggers in self and others. Proven ability to work cooperatively with others and skilled in resolving disagreements and preventing the escalation of conflict.
- Proven ability to use judgment to resolve complex problems with diverse implications; ability to develop new procedures and plans to address problems and improve efficiencies considering the long-term implications of decisions and actions. Innovative thinker with the ability to influence and persuade others and build trust and common understanding required to implement change.
- Ability to manage a diverse and complex portfolio of work while establishing ambitious and challenging goals; demonstrates persistence in overcoming obstacles.
- Sound ability to supervise, coach and guide others while enhancing individual and team effectiveness. Ability to mentor and foster the development of direct reports.
- Proficiency using Microsoft Office programs including Word, Excel and Outlook.
- Valid BC Class 5 Driver's License.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

We are committed to diversity, equity and inclusion and being representative of the region we serve. We invite all qualified candidates to apply including Indigenous People, visible minorities, immigrants, LGBTQ2S+, all genders and persons with disabilities.

Metro Vancouver has implemented a COVID-19 vaccination policy. The policy requires all individuals hired by Metro Vancouver to be fully vaccinated (subject to any exemptions and accommodations) and provide proof of vaccination upon hire. *Please follow this link <http://www.metrovancouver.org/about/careers/> to our Careers page where you can submit your application by May 25, 2022.*