



Position Title: Supervisor, Continuous Improvements

Position Status: Full-Time Regular

Department: Water Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: Professional / Technical, Level P3A (\$123,587.51 - \$145,395.95 annually)

Our Water Services Department is seeking a dynamic and results-driven professional to join our team as a Supervisor, Continuous Improvement in Metro Vancouver. You will play a key part in driving operational excellence and efficiency across our department. The ideal candidate will possess a proven track record in implementing and overseeing continuous improvement initiatives, with a focus on optimizing processes and will lead a dedicated team, fostering a culture of innovation and problem-solving to ensure that our operations consistently meet and exceed performance benchmarks.

You are: Knowledgeable in LeanSS principles, with experience in process optimization and trend analyses in Power BI. You are independent and passionate about driving positive change, possess strong leadership and communication skills, and have a keen eye for identifying operational areas that need improvements.

The Supervisor, Continuous Improvements reports to the Program Manager, Business & Shared Services Support.

This role:

- Leads the function of continuous improvement. Manages a team of continuous improvement staff and consultants who deliver business improvements, create a culture of continuous improvements and drive measurable results in the construction, operations and maintenance activities.
- Works as a strategic advisor and oversees the development, implementation and evaluation of continuous improvement plans, ensuring that activities related to continuous improvement follow LeanSS principles and are aligned with departmental goals and objectives around safety, quality, productivity, finance and the environment. Evaluates the overall effectiveness of plans and makes adjustments where required, streamlining to achieve best management practices while meeting corporate standards.
- Advises business units on opportunities for improvement, including reallocation of staff, and where lean tools can be integrated. Plays a key role in ensuring improvement commitments made during business unit meetings are actualized in final plans and executed.

- Lead the transition of manual data trends analysis to Power BI, developing dashboards and reports that provide real-time insights into departmental efforts.
- Train and mentor staff on the use of Power BI, fostering a data-driven culture that leverages advanced analytics to inform continuous improvement strategies and decision-making.
- Prioritizes initiatives and appropriately assigns resources to support all continuous improvement needs. Reviews annual work plans for business units; identifies continuous improvement needs and evaluates potential issues arising during continuous improvement processes.
- Presents and defends organizational strategic continuous improvement plans to Metro Vancouver staff, and other stakeholders as required.
- Hires, manages and supervises staff. Monitors team and individual performance towards division, department and corporate objectives. Ensures staff adhere to corporate workplace conduct policies. Leads, coaches and mentors staff; determines developmental requirements; provides ongoing and timely feedback; and supports the resolution of technical and interpersonal issues staff encounter while doing their work.
- Supports the Program Manager in preparing and managing the continuous improvement budget and long range plans; monitors and controls spending ensuring the effective and efficient expenditure of allocated funds within the approved budget.
- Provides advice and guidance on difficult or problem situations and coaches and develops staff recognizing the importance of training. Provides direction to staff on process, policy interpretation or application and effectively gains consensus and consistency.
- Performs other related duties as required.

To be successful, you have:

- University degree in Applied Science, Science, Finance or related discipline. Post-graduate degrees considered an asset. 5-7 years of recent, related experience as a continuous improvement professional; or an equivalent combination of training and experience.
- A relevant professional designation, such as Lean Six Sigma Black Belt, PMP or PROSCI Change Management is preferred.
- Considerable knowledge of departmental and corporate policies, procedures, goals and regulations.
- Demonstrated ability and experience in developing and implementing continuous improvement strategic plans.
- Demonstrated ability to prioritize projects and appropriately assign resources to support continuous improvement needs; determines best use of internal and external resources to maximize benefit on a regular, ongoing basis.
- Ability to work under broad direction and use significant independent judgment to problem solve where more than one option is possible. Demonstrated ability to research, analyze complex data and processes, interpret policy and problem solve. Ability to identify cost saving opportunities and address emerging and changing needs.
- Excellent oral and written communication skills, including the ability to effectively listen, persuade others, and support the resolution of problems. Ability to guide managers on business improvement methods, identify problems and provide recommendations for change. Displays a high degree of professionalism and tact.
- Excellent business writing skills including the ability to identify and write plans that include objectives, key messages, approach, KPI's, training and budget allocation. Excellent oral presentation skills for diverse audiences including the ability to deliver effective staff training and information sessions.
- Ability to build and maintain effective working relationships with internal and external contacts under circumstances that may be sensitive and highly stressful; expert relationship building skills and a demonstrated

ability to work in a team oriented work environment. Ability to effectively deal with disagreements and prevent the escalation of conflict; ability to manage and respond effectively to emotional triggers in self and others.

- Demonstrated supervisory skills including the ability to mentor, coach and guide direct reports.
- Ability to meet timelines and objectives requiring persistence to overcome obstacles.
- Proficiency using Microsoft office programs, including Word, Excel, Outlook and PowerPoint.
- 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.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. Accommodations will be provided upon request during the selection process by contacting careers@metrovancover.org. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by March 26, 2024.