

DIRECTOR OF OPERATIONS

JOB POSTING: Director of Operations

ORGANIZATION: Village of Lions Bay

REPORTS TO: Chief Administrative Officer

STATUS: Full-Time, Permanent (EXEMPT)

HOURS OF WORK: 40 hours per week (on occasion may need to work a non-standard schedule and unexpected evening and weekends to respond to job requirements and emergencies).

SALARY: \$130,000 (plus benefits)

ABOUT US:

At the Village of Lions Bay, we are committed to delivering first-class service and services to our community. We strive for excellence in everything we do, and we seek individuals who share our passion for providing exceptional service and contributing to our exceptional team.

JOB SUMMARY:

The Village of Lions Bay is seeking a dynamic and experienced **Director of Operations** to lead our Public Works team. The successful candidate will oversee the planning, design, construction, and maintenance of municipal infrastructure, ensuring that projects are delivered on time, within budget, and meet the needs of the community. The Director of Operations will be responsible for providing strategic leadership and ensuring the effective coordination of capital works, asset management, and engineering services within the Village.

WORK ENVIRONMENT:

This role primarily operates in an office environment with regular site inspections and engagement with contractors, consultants, and stakeholders. Occasional outdoor work and attendance at evening meetings are required.

KNOWLEDGE, ABILITIES, AND SKILLS:

- Strong interpersonal skills and ability to build and maintain effective working relationships. Skill in dealing openly, tactfully and sensitively in a variety of situations.
- Ability to effectively lead a team and work collaboratively. Deals effectively with disagreements and prevents the escalation of conflict.
- Proven ability to use judgement to resolve complex problems; seeks solutions in alignment with the Municipality's objectives and values. Ability to develop and revise procedures and plans to address problems and changing situations.
- Ability to supervise, coach and guide others while enhancing individual and team effectiveness.
- Ability to mentor and foster the development of direct reports.



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- Extensive technical expertise and thorough knowledge of municipal infrastructure and traffic engineering. Ability to effectively manage complex capital projects including an understanding of design and construction principles and methods.
- Ability to apply mathematical, engineering and analytical principles to complex engineering and technical problems.
- Thorough working knowledge of municipal bylaws and regulations relating to engineering issues.
- Proven contract administration and project management skills and excellent attention to detail including troubleshooting and resolving complex contractual issues. Ability to develop, evaluate, and administer procurement processes and contracts including basic knowledge of law relating to contracts and tendering.
- Ability to prepare clear written reports with recommendations supported by objective analysis.
- Ability to present technical advice in a manner that is understandable to people who are not subject matter experts, and to answer questions from members of Council or the public.
- Excellent customer service when dealing with members of the public (for example at open houses). Ability to deal with others with professionalism, courtesy, tact, while maintaining independence and objectivity.
- Proficiency with standard office applications such as MS Office Suite.
- Ability to use confidential information responsibly, maintaining security of all Municipal-related information.
- Thorough knowledge of occupational health and safety standards and practices, preferably in the public sector.

KEY RESPONSIBILITIES:

- Provides leadership to a team of professional engineers and technical staff responsible for complex engineering, project management and technical work including design and construction of major capital projects related to all Municipal infrastructure.
- Supervises, directs and motivates staff towards individual, department and corporate objectives. Ensures staff adheres to workplace conduct standards.
- Leads, coaches, mentors and develops staff through leadership, supervisory and technical training.
- Responsible for employee recruitment and selection within the section, collective agreement administration and performance management.
- Ensures a safe and healthy work environment, participates in safety initiatives and inspections, and reports and assists in analyzing near misses or incidents.
- Oversees work carried out by multi-disciplinary consultants and contractors, including reviewing and providing direction on design, construction and contract administration, including claims resolution. Ensures work is undertaken in conformance with corporate standards and policies and meets the requirements of the project.
- Provides guidance on corporate policies to ensure conformance with corporate standards and policies.
- Ensures consistent application of municipal engineering standards, engineering department policies, practices, procedures, and best practices and recommends updates where required.
- Writes staff reports, assists in preparing reports and presentations to Council, and completes special projects as assigned.
- Liaises with Public Works on technical issues, budgeting and scheduling.
- Communicates with property owners, distributes notifications, and organizes public information meetings.
- Represents the Municipality at intermunicipal meetings where required to provide technical advice.



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- Manages and coordinates engineering projects, including design, contract preparation, administration, and supervision of construction, maintenance, and upgrades of Municipal infrastructure (e.g., roads, bridges, sewers, watermains, sidewalks, signage, drains).
- Acquires goods and services in accordance with Municipal purchasing policies, ensuring works are completed within approved budgets.
- Reviews and approves contract and tender documents to ensure compliance with Municipal standards and manages projects through the tendering process.
- Supervises capital works projects, ensuring they stay on schedule and within budget. Approves invoices, change orders, and resolves damage claims.
- Coordinates with utility companies, consulting engineers, surveyors, material testing sub-consultants, and regulatory authorities.
- Assists in preparing and revising the Municipal Asset Management Plan.
- Reviews, comments on, and recommends approval for designs and construction of Municipal and developer-initiated projects.
- Collaborates with other departments on property and easement acquisitions, municipal drains, development reviews, asset management plans, master plans, environmental assessments, and engineering projects.
- Undertakes all aspects of project planning for municipal infrastructure projects and studies.
- Provides engineering advice, analyzes and recommends methods, standards, criteria, and specifications.
- Performs other related duties as required.

QUALIFICATIONS AND EXPERIENCE:

- Bachelor of Applied Science in Civil Engineering from an accredited university augmented by six years' experience directly related to the core work of the position.
- Three (3) years of supervisory experience in a municipal engineering environment.

CERTIFICATIONS & LICENSES:

- Class 5 BC driver's license.
- Registered as a Professional Engineer in the Province of British Columbia (member in good standing of Engineers and Geoscientists of BC)
- Project Management Professional (PMP) certification would be considered a valued asset.
- MMCD Contract Administration certification would be considered a valued asset.

For a more detailed job description, visit our website at:

<https://www.lionsbay.ca/government/employment-contract-opportunities/employment-opportunities>

Interested candidates are invited to submit a cover letter and resume, in confidence, electronically to:

Ross Blackwell, CAO at office@lionsbay.ca

We thank all applicants for their interest. Please note that only those selected for an interview will be contacted.

The Village of Lions Bay is an equal-opportunity employer. We are committed to diversity and inclusion in the workplace and encourage applications from all qualified individuals, including those with diverse backgrounds and those with disabilities.