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Position Title: Director, Operations & Maintenance – Water Services

Position Status: Full-Time Regular

Department: Water Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: Management / Leadership, Level M5A (\$192,776.84 - \$226,766.24 annually)

Our Water Services Department is seeking a Director, Operations & Maintenance who will lead a team of 160 staff responsible for the supply, treatment and transmission of drinking water to the 2,800,000 residents of the Regional District of Metro Vancouver.

You are an energetic leader who is comfortable working in a 24/7 environment and will inspire and motivate field and office based operations, maintenance and engineering teams to excel in the areas of safety, quality, delivery of services, financials and environmental performance.

The Director, Operations & Maintenance reports to the Deputy General Manager, Operations.

This role:

- Leads the Water Services Operations and Maintenance (O&M) function and is responsible for providing strategic direction for all aspects of storage, treatment and delivery of drinking water to the region's member jurisdictions. Oversees the monitoring and remote operation of the water transmission, water treatment and wastewater collection systems; ensures systems operate in accordance with performance standards; and provide direction for resolving problems. Performs a key role in the delivery of essential water services to region and works closely with the General Manager and Deputy General Manager of Water Services to develop and implement the department's short and long-term strategies and plans.
- Accountable for annual and long range budget preparation, reporting and resource allocations. Predicts changes in operating and maintenance costs; oversees the preparation of business plans; and establishes and monitors performance indicators. Directs the deployment of a complex mix of cross functional financial resources; monitors and controls spending ensuring the effective and efficient expenditure of allocated funds; and ensures plans and expenditures align with departmental and corporate strategic objectives.
- Analyzes the performance of the O&M function; identifies opportunities for improvement; and addresses underperformance. Directs initiatives to improve water treatment and transmission operations. Works to ensure

maintenance programs minimize unplanned maintenance; optimize the performance and reliability of equipment and infrastructure; and utilize relevant state-of-the-art maintenance practices and technologies.

- Works collaboratively with other divisions and departments affecting or affected by the function's activities and contributes to planning and engineering initiatives to ensure regulatory requirements, service levels and other performance criteria are met on an ongoing basis. Supports the General Manager and Deputy General Manager in responding to regulatory changes and ensures operation and maintenance best practices are integrated in plans.
- In alignment with the Dam Safety Policy, is responsible to (i) have trained and competent staff who provide support for operation, maintenance, surveillance and security at the water utility dams, and ancillary infrastructure (ii) coordinate the efforts of the division's staff, and (iii) ensure that processes and programs are in place to support dam safety, public safety, dam operations and dam maintenance.
- Aligns work activities with the goals and objectives of the department and organization and contributes to initiatives requesting input in a timely manner. Prioritizes work in consultation with the General Manager and Deputy General Manager and oversees a range of internal and external reporting activities.
- Hires, supervises, directs and develops staff monitoring performance in accordance with goals and objectives. Provides general direction to staff with emphasis on the planning, development and implementation of programs and operations. Ensures adherence to corporate policies and collective agreements.
- Leads, coaches and mentors staff recognizing the importance of leadership, supervisory, and technical training. Develops and sustains a flexible and resilient workforce and encourages staff to pursue opportunities that complement their skills and experience. Works collaboratively to resolve complex technical and interpersonal issues staff encounter while doing their work.
- Represents the department on committees and cross functional senior teams and liaises with external agencies, member jurisdictions and the public on a variety of issues and concerns affecting the water utility. Recognized as an authority in area of specialization, provides advice and guidance to the Corporate Planning Committee and provides advice, recommendations and follow-up to Metro Vancouver Board and Committees.
- Performs other related duties as required.

To be successful, you have:

- Bachelor of Applied Science degree in civil engineering or other relevant field. 10 years of recent, related progressive experience supplemented by formal business management training; 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).
- Expert knowledge of best practices for managing the storage, treatment and transmission of drinking water. Expert knowledge of regulatory requirements, service levels and other performance criteria affecting the operation of the regional drinking water utility. Considerable knowledge related to overseeing and troubleshooting the monitoring and remote operation of essential utility services.
- Demonstrated operation and maintenance experience for drinking water services in an urban area; experience in applying new technologies to problem solving.
- Excellent budgeting and financial management skills. Demonstrated ability to manage and direct the deployment of a complex mix of cross functional financial resources and effectively monitor and control spending ensuring the effective and efficient expenditure of allocated funds.

- Ability to exercise a high degree of independent judgment to resolve complex technical and operational challenges. Demonstrated ability to develop and revise strategies to address problems, engage diverse audiences, and promote new initiatives considering the potentially diverse and long-term implications of decisions and actions.
- Superior oral and written communication skills including the ability to effectively convey complex technical concepts and strategies to diverse audiences. Confidently responds to questions and challenges from a variety of sources and skilled in presenting data in a usable format to facilitate analysis and understanding.
- Proven ability to work cooperatively with others and to build and maintain effective working relationships. Excellent conflict resolution and negotiation skills; ability to resolve differences while maintaining strong relationships. Handles politically charged situations and differences of opinion adeptly and smoothly. Upholds the department's and organization's reputation through positive and forthright dealings with internal and external stakeholders.
- Demonstrates a broad-based view of issues, understands the long-term implications of actions and aligns the business strategies of the O&M function with department and corporate strategic objectives.
- Demonstrated management and supervisory skills. Ability to direct, supervise, evaluate, coach and mentor staff. Provides motivating feedback and when necessary, constructive and frank feedback on performance. Considerable knowledge of departmental and corporate policies, procedures, goals and regulations. Demonstrated understanding of labour relations principles including the ability to guide managers in having difficult conversations and responding to complex issues.
- 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.

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. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. 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 November 14, 2024.