



Shape a place  
where people  
want to be

**Position Title:** Manager, Utility Support 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 1 (\$113,922.18 - \$134,066.15 annually)

**Our Liquid Waste Services Department is seeking a Manager, Utility Support Services who will lead a dedicated team of administration professionals that support all functions of the department in delivering vital services to the Metro Vancouver region.**

**You are: a practical and resilient leader who thrives in a fast-paced environment. With a service-oriented mindset, you take pride in motivating your team to support the delivery of critical programs that ensure the continuous supply of wastewater services to the region. You are a proficient administrative professional with experience in managing a team of 15-20 staff that support diverse work groups and you consistently look at ways to improve processes. You are ready to become an active member of a departmental leadership team that supports innovation within a well-balanced culture. Your strengths are adapting to shifting priorities; resolving challenges; recognizing and leveraging team strengths and addressing development needs; leading by example and providing clear, confident direction to your team.**

**The Manager, Utility Support Services reports to the Director, Management Systems & Utility Services.**

**This role:**

- Manages the administrative support function for a department. Promotes efficient and effective administrative processes in accordance with corporate standards and responds to changing needs.
- Accountable for the administrative support budget and monitors and controls spending ensuring the effective and efficient expenditure of allocated funds within the approved budget. Works closely with the department's senior management team on the development of the annual departmental budget and contributes to planning processes.
- Works on a variety of assignments and projects that may include coordinating multiple political or advisory committee agenda processes; managing complex data management systems; handling highly confidential matters on behalf of senior management; implementing system and business process changes; coordinating

meetings/workshops; and preparing reports and supporting documentation such as speaking notes or presentations.

- Provides recommendations on, or depending on the complexity and scale of the initiative or project, implements a range of administrative projects or departmental initiatives with administrative implications. Supports department staff in ensuring policies and procedures are followed and approved. Develops, implements and evaluates office operations and revises procedures to increase efficiency and or respond to changing needs.
- Exercises judgment to devise solutions where standard methods and practices are not options. Supports the implementation of corporate policies and processes including liaising with other departments and external agencies as required. Responsible for tracking and following up on various matters related to requests and projects such as deadlines and deliverables.
- Manages space planning and allocation requirements. Revises floor plans and coordinates the purchase and installation of furniture and equipment as required. Responsible for IT requests, petty cash, the BMO Purchase Card program, cell phone coordination and the records management activities of the department.
- Hires, supervises, directs and develops direct reports, monitoring performance towards department and corporate objectives. Responsible for managing staff in multiple outside work sites or manages a support function that is key to the department's core business.
- Ensures staff adhere to corporate workplace conduct policies and resolves issues staff encounter while performing their duties. Encourages teamwork and provides constructive feedback. Monitors staff workloads and assists in resolving conflicts and complaints that require corrective measures and discipline.
- Performs other related duties as required.

**To be successful, you have:**

- 3 years of recent, related experience supplemented by a university degree or diploma in a relevant field such as business administration; or an equivalent combination of training and experience.
- Complete knowledge of complex office administration management practices, procedures and standard protocols. Sound ability to address non-routine administrative requirements and provide practical solutions. Excellent skills and abilities related to calendar management, document and presentation preparation; ability to coach and guide others on best practices for the same.
- Complete knowledge of Metro Vancouver's functions, structure, objectives and policies.
- Demonstrated ability to work under broad direction and achieve goals and objectives. Demonstrated ability to organize and prioritize work, meet deadlines, adapt to frequently changing priorities and deliver high quality work under considerable time constraints. Ability to use judgment to devise solutions when standard methods and practices are not appropriate. Demonstrates persistence in overcoming obstacles.
- Sound verbal and written communication skills, including listening and persuasion skills. Superior business writing skills including an adept ability to proof-read and edit documents and draft non-routine correspondence on behalf of senior management.
- Excellent interpersonal skills and demonstrated ability to establish and maintain effective and respectful working relationships with internal and external contacts under circumstances that may be sensitive and challenging.

Ability to build relationships with direct reports in multiple external work sites and devise systems to facilitate communication, manage work and performance.

- Demonstrated ability to exercise tact, diplomacy, confidentiality and discretion for sensitive departmental and corporate matters. Sound ability to guide others on the same.
- Sound ability to implement new or changed procedures. Demonstrated ability to use judgment to plan processes, devise solutions and determine the most effective method for achieving objectives. Skilled at contributing with constructive ideas, information and experiences. Demonstrated ability to organize and prioritize tasks to meet multiple time based deliverables requiring a high level of detail and accuracy.
- Demonstrated supervisory skills and abilities including the ability to understand, consistently apply and explain collective agreements and corporate policies; ability to organize, direct and supervise the work of others in a team environment; skill in training and coaching staff to achieve goals and objectives.
- Demonstrated ability to effectively deal with disagreements, prevent the escalation of conflict and provide constructive and motivating feedback to staff.
- Proficiency using Microsoft Office programs, including Word, Excel, Outlook, PowerPoint, and SharePoint. Technically savvy and able to understand, navigate and adapt to new computer programs.
- 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.

Metro Vancouver employees proudly serve the region and demonstrate the behaviours and attributes of six leadership competencies: Accountability, Adaptability, Building and Nurturing Relationships, Communication, Continuous Learning, and Strategic Thinking and Action.

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](mailto: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 April 27, 2025.*