



**Position Title:** Program Manager, Quality Management

**Position Status:** Full-Time Regular

**Department:** Project Delivery

**Employee Group:** Exempt

**Location:** 4515 Central Boulevard, Burnaby

**Salary Range/ Wage Rate:** Professional / Technical, Level P4A (\$145,679.67 - \$171,441.25 annually)

**Our Project Delivery Department is seeking a Program Manager, Quality Management who will work to oversee and continuously improve quality management practices across an organization that provides essential public services to over 3 million residents with an asset portfolio of over \$25B and a multi-billion-dollar capital program.**

**You are: A seasoned, visionary and impactful leader well versed in quality management and continuous improvement practices. You will bring new insights into situations, will question conventional approaches, encourage new ideas and innovations and will have the ability to lead a team with a mindset of collaboration with the partners across the organization to drive transformational change.**

**The Program Manager, Quality Management reports to the Director, Project Management Office.**

**This role:**

- Leads the creation, implementation and maintenance of a centre of excellence with a particular focus on the establishment and sustainment of the corporate organizational Quality Management System (QMS), that supports compliance with the BC Professional Governance Act and the Engineers & Geoscientists BC (EGBC) Regulation of Firms Permit to Practice requirements. Develops online tools that facilitate employee engagement and delivery of training.
- Responsible for strategic planning and facilitating the development, communication, training, change management and continuous improvement of Quality Management business processes in coordination with departmental teams across Metro Vancouver. Provide oversight and analysis on the Corporate Quality Management Program and communicate issues, trends, and risks to senior management.
- Leads and manages the implementation of the MV Quality Audit Program and QMS Governance Model, including ongoing development and updating of QMS documents, processes, and online tools. Provides annual reporting to Metro Vancouver executives and ensures actions are taken on Quality Audit findings.

- 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 Director to determine overall priorities and establish work plans and contributes to the preparation of long range strategic and financial plans of the division and department.
- Responsible for the development and implementation of the corporate-wide Lean Six Sigma Training program, in conjunction with other departments, to advance continuous improvement as a core component of an organizational quality management system.
- Responsible for ongoing development and maintenance of technical and engineering design standards, and construction specifications for project contracts as well as business process and performance reporting, benchmarking programs and related analytics. Acts as a subject matter expert on best practices as related to engineering and technical standards development and management.
- Provides quality management services for large and complex capital projects (>\$100M) across Metro Vancouver, including quality surveillance, quality audits, training and advisory services.
- Hires, supervises, directs and motivates staff monitoring performance towards division, department and corporate objectives. 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 workforce encouraging staff to pursue opportunities that complement their skills and experience. Supervises and directs the work of consultants.
- Responsible for coordinating the development of utility performance management reporting and benchmarking to enable measurement and tracking of progress towards best practices. Standardize processes, systems and tools for utility performance management and benchmarking. Provide expertise and analysis of utility performance and benchmarking information for management and executive to identify issues, trends and risks.
- Works collaboratively with staff to resolve complex technical, design, operational, or interpersonal issues staff encounter while doing their work. Facilitates information sharing among staff to transfer knowledge and experience and increase the efficiency and effectiveness of the team.
- Represents the division and works collaboratively with internal and external stakeholders to attain the Program's objective. 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.
- Performs other related duties as required.

**To be successful, you have:**

- Bachelor of Applied Science Degree in a relevant engineering discipline. 8-10 years of recent related experience in quality management for large organizations (asset portfolio greater than \$10B); or an equivalent combination of training and experience.
- Membership or eligibility for immediate membership as a registered Professional Engineer (P.Eng.) with Engineers and Geoscientists of British Columbia (EGBC) is preferred.
- Certification as a Lean Six Sigma Black Belt is preferred.

- Certification as a Project Management Professional (PMP) is preferred.
- Sound technical knowledge, experience and understanding of quality management principles and utility management issues. Ability to act as a Subject Matter Specialist to staff and provide sound and practical guidance for unusual or problem situations.
- Demonstrated ability in the development and implementation of quality management business practices, processes and support systems aligned with industry best practices and ISO 9001 international standards.
- Highly developed skill in developing new programs, identifying strategy, planning for and implementing change. Experience managing initiatives with high dependence on specialized software tools and systems.
- Sound knowledge of utility practices, engineering standards, utility performance management and benchmarking.
- Sound budgeting and financial management skills. Ability to monitor budgets, meet financial objectives and ensure the effective and efficient expenditure of allocated funds.
- Sound ability to supervise, coach and guide others while enhancing individual and team effectiveness. Ability to mentor and foster the development of direct reports and responds to changing priorities.
- 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. Proven ability to effectively lead a team and work collaboratively.
- Proven ability to use judgment to resolve complex problems with diverse implications and provide direction. Ability to develop and revise procedures and plans to address problems and improve efficiencies considering the long-term implications of decisions and actions. Seeks to include staff in decisions that will impact them; works cooperatively to resolve differences of opinion.
- Proficiency using Microsoft Office programs, including Outlook, Word, Excel, Access, PowerPoint, Visio and Project.
- 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

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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 July 2, 2025.*