

Job Title: Supervisor, Road Operations (IO233)

Internal Close Date: Aug 24, 2026

File Number: 3801

Employee Group: Mgmt Non Union

Service Area: Environment and Infrastructure

Division: Transportation and Mobility

Job Type: Full-Time Permanent

of Openings: 1

Summary of Duties:

Reporting to the Manager, Road Operations, the Supervisor, Road Operations is responsible for the management, maintenance, repair and rehabilitation of City of London roads, sidewalks and cycling facilities for all Londoners. This position provides daily supervision and direction to employees and ensures work is being completed in alignment with division standards and service levels.

Work Performed:

- Provide leadership in the coordination and delivery of services that contribute to the implementation of strategic initiatives for Road Operations to meet the Council's Strategic Plan.
- Responsible for managing employees including hiring, coaching and skill development administration, and performance aspects of reporting employees. Respond to sensitive and confidential human resource issues as required.
- Provide leadership in the execution and delivery of services and programs in the following areas of accountability:
 - Daily management, maintenance, repair and rehabilitation of roads and sidewalks in accordance with all applicable legislation and approved levels of service.
 - Proactively plan and schedule maintenance, repairs and rehabilitation work on roads, sidewalks and cycling facilities.
 - Train and direct staff to perform job duties; plan, schedule and assign work. Implement effective site-based labour relations as needed.
 - Oversee the use of fleet vehicles and equipment and arrange for service as required.
 - Ensure employees adhere to best practices in the safe handling, use and storage of hazardous materials and equipment, including mechanical fluids and cleaning supplies.
 - Liaise with organizations to support the success of community initiatives on roads across the city.
 - Maintain practical awareness of relevant legislation, guidelines, municipal policies, procedures and directives.
 - Investigate complaints, resolve problems, and maintain good public relations in conjunction with daily maintenance of the Customer Relations Management System (CRM).
- Demonstrate commitment to anti-racism, anti-oppression, and human rights through interactions with community partners, employees and individuals and implementation of policies, programs and protocols that reflect this commitment.
- Demonstrate commitment and adherence to Health and Safety legislation and programs; and actively promote a culture of safety with direct reports. Participation on Joint Health and Safety Committee may be required.
- Encourage and support employee participation and commitment to divisional and organizational objectives. Actively mentor, provide development opportunities and build team performance with direct reports.
- Support the development of staff at all stages of their career development including Acting Supervisors.
- Provide updates, information and recommendations to the Manager, Road Operations on priorities with responsibility to operationalize identified goals and strategies.
- Identify and recommend internal controls in the form of policies, procedures, practices in relation to the general and specific risks of the Corporation; ensure internal controls are implemented, monitored, and reported on specific to the Division.
- Promote and foster working relationships with employees and bargaining units and ensure consistent application of the collective agreements.
- Build and support employee commitment to a high level of performance in all areas of customer service, employee safety and delivery of individual goals and objectives.
- Promote and implement corporate culture strategies and values.
- Engage in opportunities to work across Divisions and Service Areas in support of enterprise-wide collaboration.
- Identify, recommend, adapt, and implement innovative, effective, and efficient work practices and procedures to improve service delivery and the business responsibilities of the team.
- Monitor assigned budget and prepare related documentation and reports as required.
- Evaluate operational performance and recommend changes to systems, procedures and methodologies to improve efficiencies.
- Implement strategies to track performance measures for Unit deliverables, using appropriate data collection and analytics.
- Adhere to the Procurement of Goods and Services Policy.
- Represent the Division on the various boards and committees of external organizations, associations and government partners to promote the City of London as a leader, share best practices, build relationships, and recommend solutions as required.
- Undertake special projects as assigned.
- Participate as directed on City of London and partner organization committees and teams.
- Perform related duties as assigned.

Skills and Abilities:

- Demonstrated knowledge and experience in road operations with an understanding of the area's programs and services and how the work of the area aligns with the objectives of Environment and Infrastructure.
- Demonstrated analytical and business planning skills with a proven track record for effectively implementing and monitoring programs and services.
- Demonstrated positive and proactive leadership capabilities, adept at leading a group of employees, contracted services and consultants; demonstrated commitment to developing high performance teams.
- Demonstrated ability to inspire the people they lead through productive and honest dialogue, with personal integrity and actions.
- Ability to be a trusted advisor and/or advocate in sensitive and/or emotionally charged situations.
- Demonstrated perseverance and resilience in addressing and escalating as required, challenges and emergent issues.

- Proven commitment to the safety of employees with knowledge of the Occupational Health and Safety Act and applicable regulations as it relates to the position.
- Ability to provide a high level of attention to detail, make sense of data and solve problems.
- Highly developed interpersonal and customer services skills, including conflict resolution and problem solving.
- Ability to understand the importance of service delivery; implement initiatives that support the section's customers in a timely and effective way.
- Computer literacy in Microsoft Office, and related software and database applications.
- Required to work outside regular working hours, including shift work and standby assignments.

Qualifications:

- Completion of a three-year Community College Diploma Program in Civil Engineering Technology or in a relevant area of study or equivalent combination of education and related professional and lived community experience.
- Five to seven years related experience in road operations including management responsibilities.
- Certification as a Road Supervisor or successful completion of prerequisite courses with the ability to obtain certification.
- Completion of programs in snow removal operations or road maintenance operations are assets.
- Basic Emergency Management is an asset.

Compensation & Other Information:

\$92,161 - \$120,891

This posting is for 1 permanent, full-time position being filled on a permanent, full-time basis.

Shiftwork is required in this position and shifts/locations are subject to seasonal changes.

Work Arrangement: On-site. Subject to change in accordance with business requirements.

These hours of work and work arrangements are subject to change in accordance with business requirements.

**As an inclusive employer, we are committed to providing a fully accessible recruitment process.
Please contact us at any time during the recruitment process and let us know what accessible supports you may need.**

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