

Director of Operations Employment Opportunity

Are you a strategic leader with a passion for infrastructure, operational excellence, and public service? The **Town of Westlock** is looking for a dynamic **Director of Operations** to join our Senior Leadership Team.

Located just under an hour northwest of Edmonton, Westlock is a thriving rural hub where ambition and collaboration thrive. With a solid foundation and a clear vision for the future, we invite you to help us build on the momentum and shape what comes next.

The Opportunity

The Town of Westlock is seeking an experienced and forward-thinking Director of Operations to lead the planning, delivery, and oversight of municipal infrastructure and operational services. Reporting directly to the Chief Administrative Officer, this senior leadership role combines strategic planning with the management of essential municipal services, including Public Works, Utilities, Parks and Open Spaces, roads, fleet, and infrastructure.

Key Responsibilities

- Provide leadership, supervision, and direction to Operations, Utilities, and Parks staff, fostering a culture of accountability, teamwork, and safety.
- Oversee the operation, maintenance, and continuous improvement of municipal infrastructure, utilities, roads, parks, and fleet.
- Lead long-term infrastructure planning, asset management, and capital replacement programs to support the Town's sustainability and future growth.
- Oversee the selection, coordination, and management of external contractors and service providers, ensuring compliance with contractual requirements, budgets, timelines, quality standards, and health and safety requirements.
- Develop and manage departmental budgets, monitor expenditures, and identify alternate funding opportunities, including grants.
- Build and maintain positive working relationships with Council, residents, developers, contractors, government agencies, and regional partners.
- Identify and pursue alternate funding opportunities, including grants, to support infrastructure improvements and capital initiatives.
- Prepare and deliver reports, recommendations, and presentations to Council and senior management to support informed decision-making.
- Contribute to corporate strategic planning, policy development, and organizational initiatives as a member of the Senior Leadership Team.

Qualifications

- Degree or diploma in Engineering, Infrastructure Management, or a related discipline.
- Minimum four (4) years of related work experience and five (5) years in a municipal supervisory capacity.
- Progressive municipal leadership experience, preferably in infrastructure, public works, engineering, or utilities.
- Strong knowledge of municipal operations, legislation, asset management, and infrastructure planning.
- Demonstrated experience managing capital projects, operational budgets, and multidisciplinary teams.
- Excellent leadership, communication, problem-solving, and relationship-building skills.
- Commitment to fiscal accountability, workplace safety, innovation, and service excellence

Why Westlock?

Westlock offers the best of both worlds—rural charm and community spirit with quick access to major urban amenities. This role offers the opportunity to make a lasting impact on the future of Westlock by guiding infrastructure investment, strengthening essential municipal services, and supporting sustainable community growth.

We're looking for a leader who combines strategic vision with practical operational expertise—someone who inspires staff, builds strong partnerships, and takes pride in delivering safe, efficient, and reliable municipal services.

The Town of Westlock offers a competitive salary and excellent employee benefit program, including the Local Authorities Pension Plan (LAPP). Satisfactory background screening is required, including a criminal record check and five-year driver's abstract upon acceptance of the position.

Questions: Please call Simone Wiley, Chief Administrative Officer, 780-349-4444.

Apply today and be part of our dedicated team: Join the Town of Westlock and help us build a prosperous and sustainable future! If you're ready to take on a senior leadership role in a community that values integrity, innovation, and collaboration, we want to hear from you.

This competition will remain open until a suitable candidate is found. The Town of Westlock thanks all applicants for their interest; however, only those selected for an interview will be contacted.

Please submit your resume, cover letter, and, if available, a portfolio showcasing your relevant experience and qualifications, along with three references, in confidence to:

Town of Westlock
10003-106 Street
Westlock, Alberta T7P 2K3
Phone: 780-349-4444
Fax: 780-349-4436
Email: employmenthr@westlock.ca



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REPORT TO: CHIEF ADMINISTRATIVE OFFICER

INCUMBENT: DIRECTOR OF OPERATIONS

Reporting directly to the Chief Administrative Officer (CAO), the Director of Operations plays a key role in the strategic direction, sustainability and growth of the community. The position provides leadership and oversight for Utilities, Parks, Public Works and associated operational services, ensuring the operation and maintenance of Town infrastructure and fleet in accordance with approved business plans, budgets, policies, procedures, codes and guidelines.

The Employee may be required to attend applicable training, workshops, seminars and courses at the discretion of the Employer to facilitate job knowledge and performance.

Key Responsibilities:

1. Provide leadership as part of the senior management team in developing the Corporate Business Plan and ensuring alignment with the Town's Strategic Plan.
 2. Prepare departmental annual budgets, monitor expenditures and maintain financial controls within Council-approved budgets, under the guidance of the CAO and Director of Corporate Services.
 3. Provide supervision, hiring, training and direction for Operations, Utilities and Parks staff, including departmental supervisors and coordinators.
 4. Ensure Operations, Parks and Utilities functions, infrastructure maintenance and departmental capital projects are completed within budget and approved standards.
 5. Ensure appropriate training programs, policies, safety standards and equipment procedures are developed and followed.
 6. Oversee departmental capital asset replacement planning, pricing and capital project completion.
 7. Ensure accurate departmental record keeping, reporting and budget monitoring.
 8. Oversee the selection, coordination and management of external contractors and service providers, ensuring work is completed in accordance with contractual requirements, approved budgets, project timelines, quality standards and applicable health and safety requirements.
 9. Identify and access applicable alternate funding sources and grants in a timely manner.
 10. Build and maintain positive working relationships with Council, Town staff, residents, developers, businesses, contractors, government agencies and regional partners.
 11. Foster a positive organizational culture of accountability, innovation, collaboration and continuous improvement.
 12. Prepare and deliver reports, recommendations and presentations to Council and senior leadership to support informed decision making.
 13. Perform other duties and functions as assigned by the CAO.
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Job Duties:**General**

1. Facilitate team development and effective communication within the department.
2. Attend Council, senior management, safety committee and general staff meetings as required.
3. Respond to public complaints and concerns promptly and cooperatively.
4. Maintain membership in, and attend, applicable professional associations, workshops and conferences.
5. Work with senior Operations staff to assess labour requirements, monitor monthly expenditures, maintain records and establish safety and equipment standards.

Department Specific

1. Oversee the operation and maintenance of Town infrastructure, utilities, parks, roads and fleet.
2. Design and implement the departmental equipment replacement program.
3. Design and implement the infrastructure replacement program.
4. Arrange pricing for capital asset replacement and supervise departmental capital projects.

Qualifications

1. The minimum level of education and qualifications required to perform these duties are:
 - Degree or diploma in Engineering, Infrastructure Management or a related discipline.
 - Progressive municipal leadership experience, preferably in infrastructure, public works, engineering or utilities.
 - Strong knowledge of municipal government operations, legislation and governance practices.
 - Experience managing complex capital projects and operational budgets.
 - Proven leadership, team-building and staff development skills.
 - Knowledge of asset management principles and long-term infrastructure planning.
 - Excellent communication, negotiation and relationship management abilities.
2. The minimum experience required to perform these duties is:
 - Four (4) years of related work experience.
 - Five (5) years in a municipal supervisory capacity.

Guidance Received

Directives, manuals, regulations and other written guidelines used regularly by this position include:

- Direction from the CAO
 - Town of Westlock Policies and Procedures
 - Strategic Plan
 - Corporate Business Plan
 - Human Resources Policy and Procedures
 - CUPE Agreement
 - Provincial regulations and legislation
 - Accepted construction and maintenance methods and practices
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Contacts

The Director of Operations will frequently have contact with:

- Town of Westlock CAO and Council
- Town of Westlock staff
- Contractors and engineers
- Alberta government representatives, including Alberta Environment and Alberta Transportation
- General public

Environment

Features of work that may create unusual demands or physical and/or mental stress include:

- Pressure to complete work and meet deadlines.
- A requirement for discretion in all matters.

SIGNATURES

I have read and understand this job description. The Chief Administrative Officer has informed me that this is a general description of the duties, responsibilities and qualifications for the position of Director of Operations. This description will form the basis for my classification level and performance evaluation.

Date: _____

Employee Signature: _____

Supervisor Signature: _____
