

Job Title:	Manager of Operations
Department:	Infrastructure
Reports To:	Director of Infrastructure
Salary Band:	Band 11, 35 hours per week
Last Update:	May 15, 2025

Position Summary:

The Manager of Operations is responsible for the coordination and supervision of road operations (including drainage and stormwater management), park operations, and fleet management. This position plays an integral role in the maintenance of infrastructure to ensure proper operation and adherence to municipal policies, procedures, and by-laws and compliance with related legislation, regulations, and standards. This position is responsible for supervising, planning, maintenance, scheduling, and providing responses to residents to ensure the levels of service and legislative standards are upheld in a safe and economical manner.

Corporate Duties and Responsibilities:

- Champion the corporate mission and values across the Corporation as a whole.
- Demonstrate a commitment to personal and professional development by remaining current with new legislation, regulations and technology relating to the Corporation in order that professional competence is maintained.
- Encourage and instill a culture and philosophy of building the Township of Ramara Team within the organization through innovative training, coaching, mentoring, professional development and career growth with and keen desire to ensure opportunities for appropriate and well-communicated succession planning.

1. Key Responsibilities

- a) Provide management oversight of municipal operations, including road operations, drainage and stormwater management, park operations, and fleet management. The oversight will include developing and implementing policies and procedures relating to preventative and regulatory maintenance, operational plans, inventory, and long-term planning.
- b) Lead and inspire the team to achieve departmental goals through effective supervision, collaboration, and high-performance standards. Foster a positive, team-oriented work culture while overseeing hiring, training, scheduling, and performance management. Advise the Director of Infrastructure on staffing decisions, succession planning, and ensure alignment with the Collective Agreement.
- c) Champion continual improvement by recommending opportunities to create efficiencies and utilizing effective change management to implement these recommendations.

- d) Assist with the preparation and submission of the department business plan, annual budget and long-term capital plan regarding roads, drainage and stormwater management, parks, and fleet. Effectively monitors and controls all divisional expenditures and revenues.
- e) Prepare reports and attend Council, Committee and other internal/external meetings and special events as required; make presentations, provide advice/guidance; make recommendations on standards and levels of service, policies and procedures.
- f) Provide input on departmental planning and strategic initiatives; lead and/or participate on project teams, as assigned.
- g) Provide exceptional customer service, including responding to public requests for service, investigating complaints, and providing fair and equitable standards throughout the Township.
- h) Manage, including the development, of the annual operating contracts, including budget oversight, contract management, and the completion of work. It is expected that this role will strive to deliver on schedule and on budget projects and contracts.
- i) Review and comment on design drawings for external and internal municipal consents, road occupant permits, and other road network permits.
- j) Ensure all staff have the required training to meet all legislated requirements for their roles, are engaged in the workplace, and are competent for the execution of their duties.
- k) Implements policies, guidelines and standard operating procedures to ensure all departmental work practices comply with legislative requirements. Ensure adherence and compliance to applicable legislative requirement including the Highway Traffic Act, Provincial Maintenance Standards, CVOR regulations, TSSA, Ontario Building Code, Conservations Authorities Act, Environmental regulations, the Occupational Health and Safety Act, the Township's Health and Safety policies as well as with other applicable Township policies, and guidelines.
- l) Ability to respond to after hour emergencies on a 24/7 basis as required by the Township's Emergency Plan, significant weather conditions/events, and requests from emergency services personnel.
- m) Undertake special projects and performs other duties as assigned, in accordance with departmental or divisional/corporate objectives.
- n) Ensure the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
- o) Stay informed and current for industry trends, best practices, and regulatory requirements.
- p) Promote and champion corporate health and safety, compliance with the Occupational Health and Safety Act, and safe work practices with all staff.

Supervisory Responsibilities:

- Roads Foreperson
- Parks and Fleet Supervisor

Education, Experience and Qualifications:

- 5 years' experience in maintenance and construction of roads, operation and maintenance of equipment.
- 2 years of progressive Supervisory/managerial experience.
- Certified Drainage Superintendent is an asset.
- College Diploma in a related discipline is an asset.
- Ability to prioritize workload and to work effectively and efficiently with minimum supervision.
- Strong technical knowledge of roads, traffic operations, bridges, drainage, forestry, sidewalks, fleet operations and related functions.
- Project preparation and planning skills to identify and manage resources, funding and scheduling issues, collaboration skills to work with approval agencies and internal/external stakeholders.
- Strong ability to problem solve, determine cause and effect, and evaluate various courses of action to recommend and communicate strategies.
- Shall possess public relations, record keeping, problem-solving, report writing, project/time management, analytical, communication skills both oral and written, and shall exhibit excellent interpersonal skills.
- Familiar with federal and provincial regulations and requirements including the Municipal Act, Drainage Act, and Highway Traffic Act.
- Proficient with Microsoft applications, computer skills, and GIS.
- Ability to think and act appropriately in a political and community service environment and to deal courteously and effectively with elected officials, the general public, residents, staff, other departmental, corporate contacts, businesses and other levels of government.
- Must be available to work flexible hours, including days, evenings, weekends and for on-call duties.
- Must possess and maintain a valid Class G Driver's Licence, with a clean driver's abstract.

Applicable Regulations:

- Highway Traffic Act and regulations
- Occupational Health and Safety Act
- Ontario Drainage Act
- Ontario Provincial Standards for Roads and Public Works (OPS)

Physical and Mental Demands of Position:

	Physical Demands		Repetitive movement related to:
	Shift work schedules	X	Computer use
	8 to 12 hour shifts		Equipment use
	Prolonged periods of standing	X	Task performance
	Lifting up to 50 lbs.		Mental Stress
	Lifting exceeding 50 lbs.	X	Multiple tasks, heightened pace
X	Walking		Stressful situations
X	Prolonged periods of sitting	X	Supervisory responsibility
	Bending/twisting		Exposure to critical/traumatic incidents
X	Operating motorized equipment	X	Dealing with Public
	Operating non-motorized equipment	X	Working Alone
	Extreme Heat		Operating Heavy Equipment in inclement weather
	Extreme Cold	X	Training
X	Eye Strain		Environmental/ Chemical Exposure to:
X	Walking in Rough Terrain	X	Extreme Dust
	Climbing	X	Flying Insects
	Physical Exertion	X	Water (Flood, Algae, Steam)
	Mild (sedentary pace)		Electrical (i.e. hydro lines)
X	Moderate		Utilities digging (gas/ hydro)
	Challenging (high physical demands): Shovelling, Digging , hose control	X	Animal (dead/ alive), (domestic/ wild)
		X	Noxious Weed (poison ivy, oak
		X	Trees/ Branches(fallen / unstable)
			Hazardous Waste
			Chemical Handling: salt
			Hot tar
		X	Flying Debris
		X	Noise
		X	Weather: Rain, Snow
		X	Working in low light or at night



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This job description is intended to describe the general nature and level of work being performed by the person assigned to this position. The primary duties and responsibilities are intended to describe those functions that are essential to the performance of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Other duties and responsibilities are considered incidental or secondary to the overall purpose of this job. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.