



JOB DESCRIPTION

TITLE: **MANAGER, UTILITIES**

DEPARTMENT: **Public Works**

Position Last Evaluated: Feb 2015
Job Desc. Last Updated: Nov 2019

GENERAL ACCOUNTABILITY

Reporting to the Director, Public Works the Manager, Utilities plans, manages and controls the construction, operation, maintenance and repair of water distribution, water supply, storm drainage and sanitary sewer infrastructure for the City of Nanaimo. The Manager, Utilities coordinates work with other agencies and City departments, negotiates and manages service and equipment contracts, and ensures services are delivered in accordance with services are delivered in accordance with municipal operations and capital budgets, associated levels of service, collective agreements, contracts, city policy and environmental and safety legislation.

The incumbent exercises considerable independent judgment and action in all aspects of the work. Matters of major policy impact are discussed with the Director, Public Works. Work is evaluated in terms of achieving objectives and quality of services rendered to clients.

NATURE AND SCOPE OF WORK

Plans, organizes, directs and controls programs and services relating to the construction, operation, maintenance and repair of water distribution, water supply, storm drainage and sanitary sewers for the City of Nanaimo.

Develops short and long range plans and priorities relating to the development and management of the water supply, water distribution, storm and sanitary infrastructure in accordance with City policy, priorities of Council and projected growth and development of the City.

Develops and oversees the implementation of policies, standards, systems and procedures to support and control operations in accordance with infrastructure requirements, City policy, and environmental and safety legislation.

Reviews and evaluates work methods, equipment, working conditions and environmental and safety concerns and implements necessary improvements to achieve appropriate standards of service.

NATURE AND SCOPE OF WORK cont.

Manages through subordinate supervisors a large group of staff engaged in the delivery of services. Participates in the selection, appointment, and appraisal of staff and approval of training programs, and recommends promotion, discipline, and termination as appropriate.

Supervises and/or prepares specifications and contract documents for equipment and services, including professional services associated with required studies, surveys and other technical requirements. Negotiates contracts, monitors and/or oversees contract performance, and authorizes payment for services rendered.

Prepares and/or directs the preparation of reports, Municipal Bylaws, public education and information brochures, newsletters, media releases, advertisements and other program and service information.

In consultation with the Director, Public Works, prepares and administers an annual budget for areas of responsibility and recommends the re-allocation of financial and human resources to ensure corporate objectives, levels of service, and annual financial and program targets are achieved.

Builds and maintains productive relationships with Federal and Provincial Government Agencies, Regional Governments, service suppliers, and City Departments to schedule and coordinate work, and investigates and resolves issues where potential conflict may arise or exist.

Represents the City and the Public Works Department on various external program and service planning committees. Monitors industry trends, innovations and community requirements to continuously improve operational performance and service.

Maintains an efficient and effective public relations and response program in dealing with issues and concerns of both internal and external clients.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Extensive knowledge of methods, procedures, techniques, material and equipment utilized in the provision and maintenance of water distribution and supply, storm drainage and sanitary sewers.

Thorough knowledge of legislation, bylaws regulations, and Policies pertaining to municipal services.

Knowledge of the principles and practices of budgeting and contract management.

Ability to effectively plan, organize, direct and control the operations of the section and manage personnel engaged in providing a diverse range of technical and non-technical municipal programs and services.

Ability to check plans and designs, and compile concise and complex technical reports.

Ability to prepare and administer budgets and prepare, interpret and manage contracts.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES cont.

Ability to solve complex problems, examine alternatives and present sound advice and guidance to senior management on all aspects of the work.

Proven ability to resolve conflict and deal tactfully and effectively with elected officials, businesses, outside agencies, media, other government agencies, staff, and the public.

Strong organizational, problem solving and time management skills.

Excellent verbal and written communication, interpersonal, supervisory, and conflict resolution skills.

Strong computer and software skills to prepare cost control spreadsheets, capital works plans and schedules and reports.

Performs duties as assigned in the City of Nanaimo Emergency Coordination Centre, or in the Department (Emergency) Operations Centre in the event of an emergency.

Ability and availability to meet 24/7 emergency needs and efficiently organize special crews to overcome unusual conditions.

Ability to recognize and resolve safety and risk management issues.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Bachelor's degree in Civil Engineering or related discipline.

A minimum of 5 years' related experience in water distribution and collection, hydraulic control systems, chlorination and de-chlorination procedures, and water system safety and environmental processes, including 3 years in a management supervisory role.

An equivalent combination of education and experience may be considered.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

Eligible for membership in the Association of Professional Engineers and Geoscientists of B.C. or Applied Science Technologists and Technicians of BC.

Eligible for membership in the British Columbia Water and Wastewater Association.

Possession of a valid Class 5 BC Driver's License.

Satisfactory Criminal Record Check.

GENERAL STANDARDS

Managers and supervisors shall ensure the health and safety of their employees by demonstrating support and participation in all aspects of the Occupational Health & Safety (OH&S) Program, communicating hazards and expectations of safety, maintaining safe work areas, and assigning work to trained persons.

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.