
**THE TOWN OF PELAHM
JOB DESCRIPTION**

JOB TITLE:	Director of Operations	JOB ID:	TPMM03
DEPARTMENT:	Operations	JOB LEVEL:	7
DIVISION:		EEOC:	
REPORTS TO:	Chief Administration Officer		

JOB SUMMARY

Reporting to the Chief Administrative Officer the Director of Operations provides strategic leadership to a workforce engaged in the analysis of services and recommendations of improved methods, systems or techniques to support the delivery and integrity of services to the Corporation and the public.

Provide overall management and direction of Operations Department to include capital and operational planning, organizing, administering and directing the operation of traffic and transportation engineering services, the municipal road network, water distribution and sanitary sewage collection systems, cemeteries, parks and recreation facilities, and all engineering services related to new land development including land servicing feasibility and planning studies, proposed development design review, preparation of subdivision agreements, security calculations, compliance of servicing with approved design, warranty administration and assumption process.

Develop and control annual operating and capital budgets as approved by Council and provide overall supervision of the development of Operations Department Staff.

The Director of Operations is accountable for establishing and achieving departmental goals and objectives through the effective and efficient use of financial and staff resources; uses a "best practices" approach in developing and delivering quality services in a timely and cost effective manner and instills a customer service focus in the Department.

The Director of Operations evaluates and reports on the Department's services, financial, administrative and staff performance against internal and external benchmarks; performs independent reviews and evaluations of all significant activities throughout the Corporation in order to establish that these activities are executed in compliance with prescribed policies and procedures; designs strategies to improve effectiveness and efficiency; and sets above average standards and leads by example.

As a leader the Director of Operations possesses a demonstrated record of strong leadership and guidance, customer focus, innovation and creativity, team advocacy, staff delegation, staff capacity building and achievement of results; and possesses a high level of personal integrity and consistently demonstrates positive, constructive communication skills.

**THE TOWN OF PELHAM
JOB DESCRIPTION**

JOB TITLE	Director of Operations
DEPARTMENT	Operations

RESPONSIBILITIES

General Duties (including but not limited to:

Participate in strategic planning and direction of the Department and the Senior Management Team.

Provide creative Departmental leadership through consultation with an effective Departmental team.

Promote teamwork and integration of work between the departmental units and with other work groups participating in cross-functional and cross-program initiatives.

Develop and build capacity of staff through delegation of responsibilities and accountabilities through regular feedback and by providing development opportunities and technical direction.

Monitor operations, projects and research within the Department to ensure safety, service quality, cost-effective and timely delivery of services.

Implement customer-service initiatives and create a customer-focused culture.

Attend public meetings to present the Town's position/actions to the public, media and outside government bodies.

Participate and regularly act as main spokesperson on Departmental issues and respond to issues and queries raised by Council.

Assume responsibility for the preparation of all Departmental reports and provision of information and assistance to other departments.

Oversee corporate projects and investigations, as requested by management.

RESPONSIBILITIES

1. Recommends to Council the scope and extent of functions and duties of the Operations Department, and upon approval and allocation of funds, directs the implementation of such functions.
2. Provides leadership, counsel and motivation to operations employees in developing and executing departmental programs.
3. Directs all engineering and construction related to the preparation and implementation of Subdivision Agreements.

THE TOWN OF PELHAM
JOB DESCRIPTION
SIGNATURE PAGE

JOB TITLE	Director of Operations
DEPARTMENT	Operations

The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

APPROVED BY:

Employee

Date

Department CAO/Director or Designate

Date

Approved to form,

Human Resources Department

Date

**THE TOWN OF PELHAM
JOB SPECIFICATIONS**

JOB TITLE	Director of Operations
DEPARTMENT	Operations

RESPONSIBILITY FOR HUMAN RESOURCES

- Direct Operations Department staff including;
- 4 supervisory positions, 2 clerical, 3 technical and 11 outside operations staff, and 4 - 15 seasonal part time operations staff
- Establish annual Departmental goals, objectives and set priorities

EMPLOYEES SUPERVISED

- Direct full time - 4
- Indirect full time - 19
- Direct part time - 0
- Indirect part time - 36

PHYSICAL DEMANDS/DEXTERITY

- 80 percent in typical office conditions, 20 percent of time in field
- considerable driving to undertake site and subdivision inspection, investigate complaints and attend meetings
- intense visual concentration reading correspondence, reports, construction and design drawings and specifications, legislation and trade magazines, and technical literature

JOB ENVIRONMENT

- Significant levels of stress associated with deadlines, political and public complaints, employee relations and controversial issues
- Occasional exposure to inclement weather, traffic, noise, exhaust fumes and dust
- Frequent interruptions

MENTAL DEMANDS

- Sustained mental concentration required related to review of technical reports, legislation, engineering drawings and specification, report writing, employee dispute resolution

HOURS OF WORK

- 35 hours per week plus frequent evening meeting demands