

MANAGER, UTILITY SERVICES – OPERATIONS

EXEMPT (Y/N): Yes

LOCATION: Field Road

APPROVED BY: GM, Infrastructure Services

Replaces: Manager, Utility Services

DIVISION: Utility Services

DEPARTMENT: Infrastructure Services

SUPERVISOR: GM, Infrastructure Services

DATE: March 2025

SUMMARY: Under the general direction of the General Manager of Infrastructure Services, the Manager, Utility Services – Operations is responsible for the overall leadership and supervision of operations and stewardship within Utility Services, ensuring the ongoing management and coordination of all water and wastewater assets, stewardship programs, and strategic long-range plans and policies, oversees the implementation and coordination of operations and stewardship activities in accordance with the annual operating budget and local, Provincial and Federal bylaws, policies, statutory requirements.

KEY RESPONSIBILITIES *include the following:*

1. Provides leadership for the division, developing a positive and engaged work culture and ensuring that service plans are developed and followed through on while providing support for staff.
2. Plans, develops, and provides direction for all programs and services delivered by the division, including the daily operations and preventative maintenance programs for all water and wastewater assets, the development of strategic and implementation plans for the water and wastewater services, the development and implementation of stewardship and Drought Response programs and the development and implementation of supporting bylaws, policies, and procedures.
3. Manages the operations and maintenance of all the water and wastewater assets including the associated structures and equipment.
4. Ensures ongoing regulatory compliance and effective operational and capital risk management for all water and wastewater assets.
5. Responsible for the development and administration of workplans and the annual and 5-year operating and capital budgets for all water and wastewater services in collaboration with the managers of relevant divisions within the department and support services.
6. Manages the administration and control of resources to ensure water and wastewater services undertaken by the division, and other departmental divisions
7. Supports other departmental divisional with the planning, design, construction and commissioning of capital projects and the development and implementation of long-range capital and asset management plans.
8. Provides leadership in labour relations matters, including hiring, employee development, performance management, and disciplinary matters.
9. Aligns divisional policies, procedures, and established practices to ensure compliance with Federal and Provincial legislation, SCRD policies, bylaws, and WorkSafe BC and OHS Regulations.
10. Develops policies, procedures, and agreements, ensuring compliance with relevant legislation to manage and regulate the use of utility systems and services.
11. Prepares and presents reports on matters pertaining to the services provided by the division, including professional and technical reports and recommendations for new or amended policies and bylaws.

TYPICAL ACTIVITIES *include the following:*

1. Designs and administers preventative and routine maintenance programs for all water and wastewater assets and ensures that the quality of work meets the service standards.
2. Ensures bylaws, policies and procedures related to water and wastewater services are maintained to reflect current practices, best management practices and legislation.
3. Liaises with stakeholders, partners, public interest groups, non-government agencies, First Nations and various municipalities, and Provincial and Federal government agencies.
4. Oversees the development and implementation of strategic plans associated with water and wastewater services, including but not limited to the water strategy, water efficiency plans, and source protection plans.
5. Leads the development, implementation, and maintenance of water stewardship programs, including drought response, water efficiency, and source protection.
6. Leads the development and implementation of public participation, outreach and educational activities to support the work of the division.
7. Provides technical advice and support on scope, design, and construction of operational and capital construction projects, ensuring that assigned tasks are completed on time and on budget.
8. Manages consulting and construction contracts to ensure services are performed within specified scope, schedule, and cost.
9. Supervises and mentors' staff, fostering accountability and continuous learning, training, performance management, including discipline.
10. Performs financial analyses and provides recommendations on the user fee and parcel tax rates for water and wastewater services in collaboration with other divisions.
11. Generates performance and productivity reports and assists in reviewing performance measurements as developed by the division or department.
12. Ensures the CAO, the General Manager of Infrastructure Services and other divisional managers are adequately briefed on all relevant matters in a timely manner.
13. Prepares reports and attends Board and Committee meetings.
14. Develops and implements divisional administrative policies, procedures and protocols, and operational guidelines that support Federal and Provincial legislation, best management practices, and SCRD policies, ensuring compliance by staff and contractors.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- A bachelor's degree in Engineering or Natural Resource Management or other relevant technical field, supplemented by technical courses in water resource management and civil engineering.
- Five (5) years' related experience in water and wastewater operations, with three (3) years' supervisory experience, along with preparation of multi-year and annual work plans, budget management, project management, asset management, water stewardship, strategic planning, policy and procedure development and implementation, and First Nations and public engagement.
- Field operations and construction experience with water and wastewater systems would be considered an asset.
- An equivalent combination of education and/or experience may be considered.
- Valid BC Class 5 Driver's license.

OTHER SKILLS/KNOWLEDGE

- Ability to engage staff to create a positive and effective work culture.
- Possesses effective critical thinking, strategic vision, and extensive management and leadership skills.
- Ability to exercise good judgment in making decisions and to work independently and as part of a

committed team.

- Ability to establish and maintain effective working relationships with other staff, regulatory agencies, contractors, partners, and First Nations.
- Ability to prepare and administer multiple complex budgets and to prepare, interpret, and manage multiple projects with frequently changing priorities and tight time constraints.
- Demonstrates conflict resolution and negotiation skills with members of the public, contractors, and partners.
- Demonstrates communication skills, including the ability to speak and write effectively in communications with staff, members of the public, SCRD Board, partners, and stakeholders.
- Demonstrates the understanding of sustainable development practices, including a strong commitment to delivering services in a sustainable manner.