



# Supervisor of Operational Services

## Tay Township - Employment Opportunity

### Full-Time, Permanent Position

Tay Township, located on the sunset shores of Georgian Bay, is seeking an individual who thrives in a culture of change and progression to join *#TeamTay* as the Supervisor of Operational Services. We are looking for adaptability to our growing and evolving Municipality and demonstrated enthusiasm for positively impacting the Corporation and our Community as one.

Reporting to the Manager of Parks, Recreation and Facilities Services and the Manager of Roads and Fleet Services, the Supervisor of Operational Services (the "Supervisor") is responsible for the day-to-day coordination and supervision of Operational Services staff as they execute the operating functions of the Roads, Fleet, Parks, Recreation and Facilities Operational Services divisions.

### Qualifications

- Completion of post-secondary education from an accredited educational institution, or equivalent training and/or experience, in Engineering, Technology, or another relevant discipline; OSSD (Ontario Secondary School Diploma) or equivalent is required.
- Class 'DZ' driver's license in good standing; Class 'AZ' Driver's Licence in good standing is considered an asset.
- Minimum of 3 years of related, progressive work experience, in the coordination and/or implementation of maintenance programs related to core municipal infrastructure (e.g., roads, bridges, culverts, parks, facilities).
- Formal leadership and coaching/mentoring training and/or willingness to complete.
- Minimum of 2 years of progressive supervisory/management experience, preferably in a municipal or public sector environment.
- Knowledge of the various computer and internet applications appropriate to the position including word processing, spreadsheet and presentation software, email, document management, and other information-related software; internet-based research proficiency is essential.

The compensation range for this full-time, permanent position is \$37.45 to \$43.82 per hour with a 40-hour work week. We also offer a comprehensive pension and benefit package (conditions may apply).

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**Join our team today and help transform the way local government connects with the community it serves.**

Qualified and interested applicants are encouraged to do the following:

1. Reference the complete position description including comprehensive qualifications available on the Tay Township website – [www.tay.ca/jobs](http://www.tay.ca/jobs)
2. Please submit a cover letter and resume via email by **4:00 p.m., Friday, October 6, 2023,** to the attention of **Human Resources (HR@Tay.ca)**.

Application Notes:

- Please reference '**OS Supervisor**' at the start of the email subject line.
- Please indicate how you heard about this opportunity within your application.

We kindly thank all applicants who apply, but only those candidates selected for an interview will be contacted. Personal information collected under the authority of the Municipal Act and in accordance with the Municipal Freedom of Information and Protection of Privacy Act will only be used for candidate selection. Tay Township is an equal-opportunity employer. In accordance with the Accessible Canada Act, 2019 and all applicable provincial accessibility standards, upon request, accommodation will be provided by the Tay Township throughout the recruitment, selection and/or assessment process for applicants with disabilities.

Posted: 2023-09-15



**TAY TOWNSHIP  
POSITION DESCRIPTION**

<b>Position Title:</b> Supervisor of Operational Services	
<b>Department/Division:</b> Operational Services/ Parks, Recreation and Facility Services/Roads and Fleet Services	<b>Reports to (Directly):</b> Manager of Parks, Recreation and Facility Services; Manager of Roads and Fleet Services
<b>Direct Reports:</b> Facility Maintenance Coordinator Roads/Parks Lead Hand Roads/Parks Operator/Labourer Summer Roads/Parks Student Summer/Winter Seasonal - Roads/Park Operator/Labourer	<b>Indirect Reports:</b> None
<b>Pay Band:</b> 7	<b>Hours Per Week:</b> 40
<b>Creation Date:</b> Unknown	<b>Revision Date (s):</b> September 2023; August 2021; June 2018

**Position Summary:**

Reporting to the Manager of Parks, Recreation and Facilities Services and the Manager of Roads and Fleet Services, or their designates, the Supervisor of Operational Services (the "Supervisor") is responsible for the day-to-day coordination and supervision of Operational Services staff as they execute the operating functions of the Roads, Fleet, Parks, Recreation and Facilities Operational Services divisions.

The Supervisor's key priorities, in alignment with the Township's values and strategic plan, include assisting with the supervision of Roads and Fleet, Parks, Recreation, and Facility services in a manner that is sustaining, best-in-class, compliant, and ensures that the needs of the Township's community members, Staff, departments, and Council are met. The position contributes to the execution of Township strategies and processes which result in the formulation

and achievement of the Township's overall goals and objectives while demonstrating a high level of political acumen and diplomacy.

The Supervisor will provide advice to the Operational Services Leadership Team ("OSLT") in the establishment of strategic objectives and delivery of municipal services, with a focus on fostering a positive workplace culture based on Township values.

### **Responsibilities:**

1. Supervises Operational Services staff in the delivery of customer service-focused services in a manner that is sustaining, best-in-class, and compliant, and ensures that the needs of the Township's community members, Staff, departments, and Council are met; leads by supporting/encouraging others in gaining personal mastery, autonomy, and purpose; models the Township's values by learning, being comfortable with new ideas and having the curiosity to seek innovation and the courage to seek change; explores new technologies and/or best practices to re-think practices and identify initiatives that can deliver greater benefit for the Township.
2. Directs and assigns subordinates and demonstrates methods and techniques to accomplish assigned tasks; actively monitors the activities of subordinates by attending job sites and areas where staff are working.
3. Considers health and safety as the top priority; conducts equipment operation and health and safety training, presents health and safety topics and materials, and ensures training is completed for division Staff, through collaboration with OSLT and/or Human Resources.
4. Ensures compliance with the Occupational Health and Safety Act and other applicable legislation by:
  - a. Enforcing and/or following the Township's Health and Safety program, procedures, and best practices.
  - b. Ensuring due diligence in all health and safety matters including but not limited to safe work practices, training, risk assessments, workplace inspections, investigations, procedures, and reporting/correcting hazards.
5. Supports the Joint Health and Safety Committee in the coordination of workplace inspections and the implementation of corrective measures that arise from inspections.
6. Takes appropriate and prompt action to address reporting-staff matters and correct performance concerns in consultation with the OSLT and/or Human Resources.
7. Provides response to inquiries and investigates complaints from the public

as per OSLT request/discretion.

8. Coordinates the purchasing of parts, supplies, and materials for the department, ensuring adherence to the municipality's procurement by-law and other policies and procedures; reviews and submits financial documents to OSLT for authorization of payment.
9. Participates in and contributes to the leadership of the organization, ensuring excellence in service delivery, including attending, and contributing in meaningful ways to Leadership Team meetings.
10. Provides input regarding the preparation of the annual Operational Services Department budget and makes recommendations with respect to improvements in operating requirements; exercises expenditure control over areas of responsibility.
11. Works cooperatively with other Township departments, utility corporations, and other organizations to ensure effective and efficient coordination of tasks.
12. Makes recommendations regarding changes in procedures; ensures that operational changes are reflected in staff training, documentation, and standard operating procedures.
13. Supports the complex and challenging change efforts necessitated by the evolution of technology, customer service models, privacy requirements and legislative requirements.
14. Maintains a high degree of confidentiality and security of information. Where information is developed prior to Staff/Public release, ensures the confidentiality of information produced for Council and other sensitive information consumers.
15. Performs other related tasks and functions as assigned that are required or dictated by the Municipality's needs relative to the nature of the position. The responsibilities listed above are not intended to be an inclusive list; the omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

### **Qualifications:**

#### **Education and Training**

- Completion of post-secondary education from an accredited educational institution, or equivalent training and/or experience, in Engineering, Technology, or another relevant discipline; OSSD (Ontario Secondary School Diploma) or equivalent is required.
- Class 'DZ' driver's license in good standing is required; Class 'AZ' Driver's

Licence in good standing is considered an asset.

- ❑ Formal leadership and coaching/mentoring training and/or willingness to complete.
- ❑ Commitment to continuing education and professional development; willing to attend conferences, courses and seminars as required, some of which may require overnight accommodation.
- ❑ The following designations are considered an asset:
  - Certified Road Supervisor (CRS) designation provided through the Association of Ontario Road Supervisors (AORS).
  - Certified Engineering Technician (C.E.T.) designation from the Ontario Association of Certified Engineering Technicians and Technologists (OACETT).
  - Certified Automotive Fleet Manager (CAFM) designation, or Certified Director of Maintenance/Equipment (CDM/E), or similar certification demonstrating in-depth knowledge of fleet management principles and requirements.
  - Certified Grounds Technician (CGT) designation provided through the Ontario Recreation Facilities Association (ORFA).
  - Certified Building Technician (CBT) designation provided through the Ontario Recreation Facilities Association (ORFA).
  - Certified Ice Technician (CIT) designation provided through the Ontario Recreation Facilities Association (ORFA).

### **Experience**

- ❑ Minimum of 3 years of related, progressive work experience, in the coordination and/or implementation of maintenance programs related to core municipal infrastructure (e.g., roads, bridges, culverts, parks, facilities).
- ❑ Minimum of 2 years of progressive supervisory/management experience, preferably in a municipal or public sector environment.
- ❑ Experience assisting with preparing, analyzing, and administering operating budgets is considered an asset.
- ❑ Experience working with customer service software and computerized maintenance management software (e.g., fleet management and fuel management software) is considered an asset.

### **Knowledge**

- ❑ Knowledge of Occupational Health and Safety Act, Minimum Maintenance Standards O.Reg. 239/03, Highway Traffic Act, Commercial Vehicle Operator's Registration (CVOR), Technical Standards and Safety Act,

O.Reg.217/01 Liquid Fuels; Environmental Protection Act, and Pesticides Act.

- ❑ Knowledge of the various computer and internet applications appropriate to the position including word processing, spreadsheet and presentation software, email, document management, and other information-related software; internet-based research proficiency is essential.
- ❑ Thorough working knowledge of:
  - Municipal operational services including winter maintenance programs, drainage, ditching and stormwater management, pavement management, gravel road maintenance, forestry, and arboricultural practices.
  - Operation and maintenance of water/wastewater infrastructure and municipal road networks and all right-of-way (ROW) assets including roads, bridges, drainage systems, signage, traffic controls, sidewalks, and streetlights; boulevard maintenance, street trees, and related facilities.
  - Operation and maintenance of municipal parks and facilities including playground inspections, ball diamond maintenance, beach maintenance, trail maintenance, horticulture, turf maintenance, seasonal park washrooms, community centres and other community facilities.

### **Skills and Competencies**

- ❑ Must meet the requirements of a Competent Person as defined by the Occupational Health and Safety Act.
- ❑ Innovative, inclusive, and transparent leader; motivates, develops, empowers, and engages others.
- ❑ Strong computer skills including word processing/spreadsheet software, internet and e-mail programs and related office equipment.
- ❑ Establishes an efficient execution of work and motivates subordinates to develop to the highest potential of their capabilities; plans, directs, coordinates, assigns and reviews the work of professional subordinates.
- ❑ Delegates effectively and ensures individual and team accountability; uses proper judgment, makes decisions, and takes actions to resolve issues.
- ❑ Positively influences others; encourages, inspires, and supports others to deliver; can understand how individuals at all levels operate and how best to use that understanding to achieve objectives.
- ❑ Superior acumen, emotional intelligence, and interpersonal and public relations skills to deal courteously and effectively with all levels of staff

and government, elected officials, committees, community groups and organizations, and the public with the ability to exercise tact, diplomacy, and good judgement always.

- Well organized, flexible, and able to deal with multiple priorities; organizes own time effectively; prioritizes, prepares in advance, and sets realistic timeframes; ensures all activities and resources are used efficiently and effectively, and monitors progress toward operational or strategic objectives; adept ability to prioritize workload; considers competing interests, and adapts readily to rapidly changing demands, circumstances, and unrelenting deadlines.
- Comfortable with new ideas and has the curiosity to seek new opportunities and implement change; collaborative and focused on practical, timely solutions; self-assured and confident; drives towards results while constantly problem-solving; learns quickly; translates knowledge and ideas into action and tangible and measurable outcomes.
- Demonstrated team building and relationship management skills and a proven ability to work across departments and with stakeholders; establishes and maintains effective working relationships.
- Resolves conflicts without major disruption to workflows or interpersonal relationships.

**Effort, Physical Demands and Working Conditions:**

- Normal workweek – 40 hours, and some overtime required, including attendance in the event of emergency situations, or critical situations requiring an immediate response.
- Performance of duties normally takes place in an office, municipal facilities, and outdoor environments; environments also include out-of-office meetings, site visits and/or inspections; required, from time to time, to attend meetings, seminars/conferences in locations other than Tay Township; may be subject to inclement weather during maintenance and construction activities; the working environment contains some risks or discomforts associated with the operation of heavy equipment which requires additional safety precautions; may be exposed to wet, cold and/or humid conditions, fumes, or airborne particles, and toxic or caustic chemicals; appropriate personal protective equipment (PPE) must be worn when working with or around hazardous chemicals and/or equipment.
- Required to wear/use various personal protective equipment (PPE) as assigned including, but not limited to: Canadian Standards Association (CSA) approved safety boots, cut-resistant pants/chaps, chemical resistant apron, gloves, fall arrest equipment, respirator, safety eyewear, eye goggles, face shield, face masks, hearing protection and hard hat.



May be required to have limited facial hair to accommodate PPE.

- Position involves physical efforts of driving, lifting, pulling, climbing, reaching, operating equipment, sitting, standing, walking, crouching, working alone, and prolonged computer/office equipment use.
- Position involves both mental and visual concentration, with close attention to detail including reading, analyzing, writing, providing, and presenting information.
- Responsibility/decision-making efforts include an extensive and multi-faceted degree of analysis. Decisions are to be made within the corporate mandate by adapting methods, guidelines, or procedures. Position requires confidentiality in many aspects of the work.