



Town of Maple Creek Job Description

Job Title	Director of Operations
Reports To	Chief Administrative Officer
Job Status	Out-of-Scope

Position Overview

Reporting to the Chief Administrative Officer, the Director of Operations oversees the day-to-day operations and maintenance of all Town of Maple Creek equipment and infrastructure, including that related to Public Works, municipal utilities, landfill, cemetery, parks, airport, municipal facilities and all related capital improvement projects. The Director of Operations directly oversees the work of the Public Works Field Assistant and the Parks Field Assistant, ensuring that all required work in these areas is completed to standard.

Key Accountabilities and Duties

Operational Planning and Execution

- Develops and oversees the implementation of operational plans to ensure the efficient maintenance of municipal infrastructure, including roads, public facilities, parks, cemetery, airport, landfill, and utilities.
- Oversees the execution of departmental projects, ensuring that timelines, budgets, and quality standards are met.
- Monitors and evaluates ongoing operations, identifying areas for improvement and implementing best practices.
- Responsible for preparing and distributing all RFPs and tender documents for equipment purchases and capital improvement projects.

Infrastructure Maintenance and Improvement

- Leads the maintenance and improvement of municipal infrastructure, including but not limited to roads, bridges, utilities, and public spaces.
- Ensures regular inspection and upkeep of municipal assets, such as water systems, waste management, and recreational facilities.
- Manages emergency response operations for infrastructure failures, including snow removal, flood management, and road repairs.

Team Leadership and Workforce Management

- Directly supervises the Public Works Field Assistant and the Parks Field Assistant, all remaining departmental staff and all contractors hired by the Town to work within areas under the Director of Operations' responsibility.
- Responsible for the training and performance evaluation of the Public Works Field Assistant and the Parks Field Assistant, while also ensuring that training and performance evaluations of staff from Public Works, Utilities, Landfill, Cemetery, and Parks departments are completed in accordance with Town policies and the CUPE Union Agreement.
- Develops workforce plans to ensure adequate staffing levels for ongoing operations and projects.
- Provides professional development opportunities and performance feedback to support staff success and growth.



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Budgeting and Resource Allocation

- Oversees the operations budget, ensuring that all projects and services are delivered within financial constraints.
- Monitors expenditures and allocates resources effectively to optimize service delivery and infrastructure maintenance.
- Identifies opportunities for cost savings and improves operational efficiencies.
- Researches applicable external funding opportunities (grants) and prepares appropriate applications for this funding.
- Prepares and presents the annual departmental budget proposal for review by administration, finance and Council.

Stakeholder and Council Relations

- Presents updates on operations and infrastructure projects to administration, providing clear and detailed reports.
- Builds strong relationships with external contractors, vendors, and regulatory bodies to ensure successful project outcomes.
- Collaborates with other departments to ensure that operations align with the municipality's broader goals and objectives.

The duties listed are not intended to limit the scope of work assignments and should not be considered an exhaustive list of all duties typically performed under this job title. Other duties and responsibilities may be assigned to this role from time to time.

Qualifications

Required Experience and Education Requirements

- Grade 12 diploma or equivalent
- Supervisory training
- Powered Mobile Equipment Evaluator (Saskatchewan Safety Council)
- Level II Water Treatment and Distribution, and Level II Wastewater Treatment and Collection certifications or working towards.
- Saskatchewan Class V Driver's License.

Knowledge, Skills, and Abilities

- 10 years' experience in municipal works/utilities operations with 5 years' experience at a supervisory level.
- Experience in operational and capital planning, budget preparation and management.
- In-depth knowledge of computer programs, general office equipment, and all Town-owned equipment.
- Ability to effectively manage projects, interpret formal contract language, and prepare/comply with appropriate safety programs.
- Superior skill in developing Standard Operating Procedures as required of the operation.
- Ability to effectively organize tasks, establish priorities, and ensure assigned work is completed in a timely manner.
- Ability to establish and maintain positive public, council and staff relations.
- Possesses strong written and oral communication skills.



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- Willingness to upgrade skills and abilities through various courses, seminars, conferences, and learning opportunities, as required, or approved.

Competencies

Quality:

- **Commitment to Excellence:** Demonstrates a consistent commitment to high-quality outcomes, ensuring that operational processes meet or exceed municipal standards.
- **Attention to Detail:** Ensures that all operational aspects, from infrastructure management to service delivery, are executed with precision and care.
- **Quality Improvement:** Continuously seek ways to improve service delivery and operational efficiency by analyzing performance metrics and implementing best practices.

Service:

- **Resident-Focused Approach:** Prioritizes the needs of the community, ensuring that services are responsive, accessible, and designed to meet resident expectations.
- **Customer Service Orientation:** Ensures that all teams are trained to deliver excellent customer service and handle public inquiries effectively.
- **Stakeholder Collaboration:** Works effectively with external partners, vendors, and community stakeholders to foster a cooperative environment for service delivery.

Communication:

- **Clear and Transparent Communication:** Provides clear direction to operational teams, ensuring that expectations and responsibilities are well understood.
- **Public Relations and Reporting:** Communicates effectively with the public, elected officials, and senior leadership regarding operational updates and service delivery.
- **Conflict Resolution:** Demonstrates strong interpersonal skills, resolving conflicts and issues that arise during the execution of operational duties.

Efficiency:

- **Operational Efficiency:** Implements strategies to optimize resource allocation, reduce waste, and increase productivity across all operational departments.
- **Time Management:** Effectively manages time and resources to meet project deadlines and ensure smooth service delivery.
- **Process Optimization:** Continuously assesses operational processes, identifying areas for improvement and streamlining workflows to reduce costs and enhance performance.

Working Conditions

The Director of Operations works primarily in an office setting, with extended lengths of time sitting in front of computer equipment. Fieldwork, overseeing operations across various municipal sites, is also required. The Town of Maple Creek is a fast-paced environment, and this role requires adaptability, consistency, and maintenance of confidentiality of operations.

This position is subject to pressures and challenges caused by the demand for services and the demand for production of quick, accurate and precise information.