



Making a difference...together

# Leadership Opportunity

## Manager, Local Services (SSI & SGI) Water and Wastewater Operations

### *Integrated Water Services*

Competition	<b>23/234</b>
Status	<b>Exempt Management</b>
Salary Range	<b>\$111,964 - \$131,723 annually (2023 rates)</b>
Review of applications begins	<b>4:00pm on September 27, 2023, but the position will remain open until filled.</b>

### **Position Purpose**

The Manager, Local Services Water and Wastewater Operations has overall responsibility for the safe and effective operation and maintenance of CRD water and wastewater utilities serving Salt Spring Island and the Southern Gulf Islands. The position provides leadership, technical expertise and direction, contract management oversight as well as ensuring optimal treatment and distribution/collection system performance and regulatory compliance.

*Note that this position is located on Salt Spring Island, and travel to the Southern Gulf Islands is anticipated on a regular basis.*

### **Key Accountabilities / Position Outcomes**

- Provides leadership and strategic direction necessary to ensure the successful operation of the utility systems, and operational projects and initiatives.
- Ensures policies, structures, systems, resources and management practices are in place and effectively support Operational initiatives.
- Knowledge and understanding of WorkSafe practices/protocols, Workers' Compensation Act and OH&S Regulations and relevant safety statutes. Ensure regulatory compliance – liaise with other CRD departments to provide technical assistance and guidance to ensure relevant legislation and guidelines are met.
- Oversees and implements monitoring processes to ensure operational and safety standards and protocols are sustained. Monitors facility performance to ensure optimal plant performance and efficiency.
- Holds the Operator in Charge designation for several water and wastewater facilities.
- Determines current operating requirements and leads the preparation of annual operating and capital budgets, authorizes expenditures, and ensures appropriate budgetary controls in line with corporate standards.
- Key operation liaison with the Capital Projects team and assist with operational input related to design and construction. Accountable as the key liaison with the Projects team in terms of capital asset integration and optimization.
- Uses diplomacy, tact and strong written/verbal communication, presentation and relationship building skills to maintain strong relationships with internal and external partner and stakeholders, including Local Service Committees and Commissions.
- Responsible for the leadership and management of employees and contractors within area of responsibility, including employment and labour relations matters involving: employee hiring, promotion, demotion and other personnel matters; discipline and discharge; representing management in the grievance procedure; input on behalf of management into labour relations matters, and representing management on committees; maintaining Employer confidentiality; and developing,

supporting and implementing various corporate and legislated policies, procedures and practices.

- Follows all policies, procedures and standards of the CRD
- Performs other related duties as required.

## Qualifications

BC Environmental Operators Certification Program (EOCP) Water Treatment Level IV and Wastewater Treatment Level III certifications and ten years leadership experience with emphasis on water treatment and wastewater treatment operations. An equivalent combination of education and experience may be considered.

## Role-specific Knowledge, Skills & Abilities

- Demonstrated leadership experience, preferably in a unionized environment.
- Demonstrated leadership and supervisory experience through a changing and dynamic environment.
- Proven ability to provide technical and operational expertise and direction.
- Demonstrated ability to deal frequently with sensitive situations involving the exercise of utmost tact, discretion, and judgement.
- Exceptional motivation, team building, and interpersonal skills.
- Demonstrated experience and/or knowledge of a water treatment and wastewater treatment systems and operations.
- Operational knowledge of Worksafe BC regulations and the ability to plan and coordinate projects to ensure safety of employees, contractors, consultants and the public.
- Contract Management and Project management skills and the ability to manage multiple projects with diverse objectives and deadlines.
- Ability to respond to emergency situations and provide immediate decisions and direction.
- Demonstrated ability to communicate well with staff, colleagues, and senior management on operational and tactical issues both orally and in written form.
- This position provides leadership to support utility operations, as such will be required to work a variety of shifts to meet operational needs, including weekends.
- Valid BC Driver's License.

## Applications

To apply for this exciting opportunity, please submit your resume and covering letter online at [www.crd.bc.ca](http://www.crd.bc.ca) under "[Careers](#)". To learn more about working with us, [visit our website](#).

**The CRD wishes to thank you for your interest and advises that only those candidates under active consideration will be contacted.**



## **CRD Leadership Competencies:**

*While CRD Leaders are accountable to all Leadership Competencies, the following have particular relevance to this position:*

### **Thinks Strategically**

Thinks strategically when analyzing issues, making decisions and prioritizing actions, including:

- Takes an organizational perspective
- Ensures client and stakeholder interests are considered
- Aligns decisions and actions with the CRD strategic plan
- Assesses social, economic and environmental trends for opportunities and challenges

### **Is Accountable for Results**

Aligns the people, resources and systems necessary to deliver business results, including:

- Takes personal accountability for actions and outcomes in own area of responsibility
- Delegates appropriately to achieve results
- Empowers others to be accountable by setting clear outcomes, checking-in regularly, and providing mentoring to ensure goals are met
- Celebrates individuals/teams successfully delivering outcomes

### **Focuses on Service**

Maintains a focus on service (internal and external) including:

- Solicits information and feedback from clients and uses it to continually improve service
- Ensures decisions and changes align with our core business and serve the client
- Models a personal commitment to making a difference for clients
- Empowers employees to be accountable by removing barriers to service
- Recognizes and rewards employees for finding ways to improve service

### **Builds Partnerships**

Pulls people together to accomplish goals that could not be reached individually, including:

- Uses formal and informal networks to identify opportunities for collaboration
- Invites participation from diverse groups with common interests
- Balances consensus building skills with negotiation and influencing skills to achieve outcomes
- Empowers team members to take joint ownership of outcomes

## **Develops Others**

Develops organizational talent by engaging others in learning and growth opportunities, including:

- Uses a variety of formal and informal learning opportunities to get the most out of training and development budgets.
- Assigns challenging work that engages employees and prepares them for future success in the organization
- Supports others' learning by setting clear goals, securing required resources and providing mentoring and coaching
- Assigns high performers to mentor, coach and teach others

## **Understands the Politics**

Uses an understanding of the complexity and nuances of own political arena (internal and external) to gain stakeholder support, including:

- Communicates relevant and timely information and alternatives to help stakeholders make decisions
- Anticipates barriers and motivators for stakeholder support
- Balances the nature of communication between informing and influencing
- Uses an understanding of timing to take the right action at the right moment to gain stakeholder support

\*\*note: internal stakeholders can include decision makers, those who allocate resources and/or superiors