



# CROWSNEST PASS

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## MANAGER OF UTILITIES

REPORTS TO: Director of Development, Engineering, & Operations  
REVISION DATE: June 2016

### SUMMARY

Reporting to the Director of Development, Engineering, & Operations, the Manager of Utilities is responsible for managerial oversight to the Utilities Department which includes freshwater treatment and distribution, wastewater treatment and collection, and solid waste collection services. The Manager is responsible for planning, organizing, coordinating and directing work assignments, providing staff with the training and support needed to perform their work efficiently and safely, developing logistics strategies to ensure efficient use of monetary, equipment and materials resources, and providing input into capital and operating budgets.

### KEY DUTIES AND RESPONSIBILITIES

- Leads and manages resources within the Utilities Department including staff, costs, equipment, contracts, and materials to deliver program services within the approved budget, operating policies, procedures and applicable legislation.
- Oversees and provides management oversight to all functional areas required to operate the Utility Department including infrastructure failure response, training programs, information technology, communications, building and equipment life cycle maintenance and replacement, pre-planning/inspections and anything else as required.
- Examines and recommends efficiencies or changes to service delivery method with the goal of improving our service and aligning with industry established best practices.
- Coordinates and prepares reports and presentations to Council and other agencies as required.
- Provides active leadership and manages performance in a unionized environment.
- Assist in the development of the budget as it pertains to the Utilities Department.
- Participates in the development of department strategic plans, goals and objectives.
- Ensures positive interaction with taxpayers, the general public, staff at all levels within the Municipality, the media, other municipalities, senior government departments and any other group with potential interactions with the Municipality's operational services.
- Takes a leadership role with regard to Municipal Emergency Preparedness including providing incident command as required in situations of natural or man-made threats.

Will be expected to take an Emergency Management role such as Deputy Operations Chief in the EOC/ECC should they become activated.

- Liaises with representatives of neighboring municipalities to ensure adequate mutual aid agreements are made for mitigating major incidents.
- The duties and responsibilities outlined above are representative but not all-inclusive.

## **KNOWLEDGE, ABILITIES AND SKILLS**

- Knowledge of water and wastewater treatment systems and practices.
- Knowledge of water and wastewater distribution and collection systems.
- Knowledge of Alberta Environment and Environment Canada testing and reporting procedures.
- Knowledge of the safe work practices involved in handling and using of hazardous materials.
- Knowledge of emergency preparedness and response.
- Excellent interpersonal and communication skills, both oral and written, to interact with public, staff, and external agencies.
- Excellent conception and analytical skills, with strong facilitation and influencing skills.
- Skill in the application of lab analysis procedures and practices.
- Must be able to maintain confidentiality.
- Proficiency with Microsoft (Outlook, Word, Excel), SCADA and GIS.
- Ability to work independently with minimal supervision and within a team environment and to adapt to a demanding and dynamic work environment.
- Ability to interpret, develop, implement, and adhere to organizational policies and procedures.
- Ability to deal effectively with conflict resolution.
- Time and project management experience.
- Ability to be a positive leader and maintain strong morale with staff.

## **COMPETENCIES AND BEHAVIOURS**

1. Leadership Skills: Provides leadership while giving guidance and support. Mentors and is a positive role model who has the ability to communicate potential opportunities to departments while empowering staff and incorporating the views of others.
2. Management Skills: A proven record of being able to motivate, plan, direct and evaluate staff. The ability to manage effectively while maintaining a friendly approachable attitude.
3. Financial Management: Leads with a strong sense of service delivery while integrating financial planning, budgeting and management reporting.
4. Communication Skills: A clear, concise and positive communicator who is able to build trust through presenting ideas clearly while effectively listening to others.

5. Demonstrates a strong ability to work effectively within a public sector environment and is politically astute and media savvy.
6. Flexible and Adaptive: Able to change gears quickly in an ever changing environment. The ability to demonstrate flexibility and openness to changes in work, personnel or team responsibilities or portfolios.
7. Interpersonal Communication: An integral part of a professional team with high ethical standards and an honest, consistent style of working co-operatively with others. The ability to work and lead in a professional manner while also allowing for creativity within the workplace.
8. Conflict Resolution: A consensus builder with a proven ability of positively engaging people from diverse or polarized positions in problem-solving. Able to develop proactive solutions through the use of interest based negotiations demonstrating strong conflict resolution skills.

## **QUALIFICATIONS**

The position requires the following qualifications:

- Level III Certification from Alberta Environment in Wastewater Collection and Wastewater Treatment.
- Level II certification from Alberta Environment in Water Distribution and Water Treatment.
- Class 5 Drivers License
- Advanced proficiency with computer systems and software
- General knowledge of municipal operations and enabling legislation

The following would be considered an asset:

- A Post-Secondary Degree in Engineering or a related field.
- ICS 200.

## **EXPERIENCE**

A minimum of five years of experience with three of those years in a management capacity.