

Job Description



Title: Director of Operations
Supervisor: Chief Administrative Officer
Hours: Full-Time

Affiliation: Exempt
Salary: \$162,456.84 annually
Revision Date: December 15, 2025

Position Summary:

Reporting to the Chief Administrative Officer (CAO), the Director of Operations (Director) provides strategic leadership, expert guidance, and operational support across Engineering, Parks and Environmental services, and Wastewater services. This position oversees the planning, design, and delivery of construction activities, as well as the maintenance and operation of municipal infrastructure and related programs.

The Director represents the department at public, technical, Council, and regional meetings, ensuring effective communication and collaboration with internal and external stakeholders.

This position requires a comprehensive understanding of municipal operational needs, the ability to think creatively and strategically, and the capacity to navigate a politically sensitive environment. The successful candidate will also demonstrate political acumen, strong leadership skills with a proven ability to train, mentor, and develop staff.

Nature and Scope of Work:

- Provides effective leadership, mentorship, and support to all Operations staff, including Engineering, Parks and Environmental Services, and Wastewater teams; oversees recruitment, evaluation, performance management, and promotes team cohesion.
- Assigns, coordinates, and reviews staff work to ensure projects and tasks meet District standards, budgets, and schedules, while maintaining adherence to all safety procedures.
- Oversees the planning, design, construction, operation, and maintenance of municipal infrastructure, including Capital projects, road networks, sewer and storm systems, parks, recreation areas, and municipal buildings; conducts field inspections of related works.
- Reviews and approves off-site servicing requirements for development projects and evaluates technical and environmental impacts to ensure compliance with legislation, bylaws, and District policies.
- Develops and administers departmental policies, procedures, service standards, scheduling, reporting systems, and asset management plans to support effective and efficient service delivery.
- Prepares and manages the 5-year Capital Plan and Operations Department budgets; oversees operating and capital programs and prepares grant and funding applications.
- Manages procurement activities, including preparing terms of reference, RFPs/RFQs, tender documents, specifications, and contract conditions; evaluates submissions and awards contracts in accordance with District policy.
- Manages the provision and renewal of the road maintenance contract and other contracted services essential to departmental operations.
- Liaises with internal departments to ensure coordinated service delivery and collaborates with community stakeholders, developers, utility companies, professionals, and government agencies; attends meetings as required.
- Represents the Operations Department at Council and Committee of the Whole meetings, providing advice to Council, the CAO, and the public on departmental matters.
- Performs other related duties as required.

Knowledge, Skills and Abilities:

- Demonstrated leadership, management, collaboration, and conflict-resolution abilities, with proven experience mentoring and developing staff; able to work effectively under pressure, prioritize competing demands, and maintain confidentiality.
- Strong interpersonal, written, and verbal communication skills, with the ability to interpret complex information, analyze data, present findings clearly, and build effective working relationships with staff, officials, community members, and external partners.
- Proven experience in municipal engineering and infrastructure project delivery, including site servicing, storm and sanitary design, drainage analysis, roadway design, and contract administration, supported by comprehensive knowledge of civil engineering principles.
- Experience leading large, multidisciplinary projects across Engineering, Parks and Environmental Services, and Wastewater, balancing social, economic, and environmental considerations; strong knowledge of WorkSafeBC regulations and occupational health and safety practices.
- Proficiency with Microsoft Office and working knowledge of GIS, asset management systems, and District document management practices; knowledge of relevant municipal legislation such as the Local Government Act, Community Charter, and MMCD.
- Experience in asset management, budgeting and financial planning, cost estimating, and program management.

Training and Experience:

- Professional Engineer (P.Eng.) designation is desired, or an equivalent combination of education and experience may be considered.
- An ASCT designation or equivalent combination of education and experience may be considered an asset.
- Project Management Professional (PMP) certification is considered an asset.
- Minimum five (5) years of progressively responsible experience in a local government setting or engineering firm, with a focus on development management and municipal infrastructure.
- Minimum five (5) years of management experience in a multidisciplinary municipal environment.
- Demonstrated experience in municipal infrastructure planning and project delivery, including preparation of tenders, RFPs, RFQs, and related procurement processes.
- Experience developing and administering development cost charge (DCC) bylaws is considered an asset.
- Valid Class 5 BC Driver's Licence and a satisfactory Criminal Record Check.

Competencies:

- Adaptability: Willingness to be flexible in a changing environment.
- Relationship Building: Establishes and maintains respectful and cooperative working relationships.
- Effective Communication: Communicates effectively with others.
- Problem Solving: Recognizes and acts to resolve problems.
- Organization: Organizes work so that others will understand it, in order to achieve District goals.
- Customer Focus: Provides excellent service to both internal and external customers.