



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: SUPERVISOR OF ROADS
DEPARTMENT: ROADS
POSITION TYPE: UNION POSITION
PAY GRADE: PAY GRADE 14
LAST UPDATED: OCTOBER 2021

NATURE AND SCOPE OF WORK

Reporting to the Manager of Roads and Utilities, the Supervisor of Roads is responsible for the delivery of a wide range of road-related services.

You are diligent about the processes required to deliver accuracy, quality, and competence in the progressing scope of roads services. You support the ability of residents and visitors to “get-around” the City of Colwood by ensuring clear, safe, and well-signed roads and parking spaces throughout the City.

POSITION SPECIFIC PERFORMANCE EXPECTATIONS

Supporting the Manager of Roads and Utilities in **financial and operational performance** by ensuring systems are developed and applied to provide timely and accurate analysis, creation, implementation, and reporting – including.

- Service Level Review – annual review and update of Council expectations, priorities, and areas of focus in the following service areas:
 - Snow Maintenance & Ice Management
 - Road System Maintenance
 - Annual development of new initiatives, review of existing services levels (expectations, “going-well”, “needs improvement”, priorities, etc.)
- Operating Budget – maintenance of the department’s annual operation budget (incl. wages and benefits) and manage:
 - timely and accurate forecast reporting, including variance rationale.
 - allocation of expenses and cost controls within the approved amounts
 - in-the-year changes to approved expenses and respond appropriately
- Capital Budgets – support the creation and implementation of projects budgets:
 - coordination of plan or project proposals and implementation with related departments
- Supporting the right performance metrics and benchmarking to validate operational expenses and proposed business enhancements.
- Supporting appropriate “business case” to present specific or alternative outcomes (for example –hours of operation, business and staffing levels, service enhancements, etc.)
- Supporting inventory and activity controls and functions associated with equipment, tasks and supplies required in service delivery.
- Evaluating and adapting staffing levels, skills/qualification allocation, scheduling for business demands, operational needs, and absence management.

- Allocating own time and resources to ensure priorities are ranked and optimum workload productivity and personal wellness are targeted.
- Supporting the development of scope, specifications of bid documents for a variety of Roads and Utilities -related designs, construction, and maintenance projects.
- Supporting the recommendation for contract awards and coordination of the review of contractor’s performance for a variety of Roads related services.
- Supporting the coordination, review, and approval of the work of independent service providers, including consultants and, Roads specific maintenance and construction contractors.
- Supporting the application of condition assessments of the City’s Roads related infrastructure systems.
- Working to ensure conformance with all Provincial and Federal Legislation, Policies and Regulations, in relation to Roads related services.

Ensuring a **performance management** system in the Roads department:

- Supporting the recruitment and selection identifies “fit” for positions and for a respectful, productive work environment (balance of skills, experience, qualifications, and key characteristics).
- Delivery of on boarding and on-the-job training is comprehensive and supports workplace culture and performance expectations:
 - ensuring Roads employees are trained, engaged and efficient in performance of their duties.
 - conducting performance conversations and follows-up with performance management documentation (performance logs, written discussion summaries, performance evaluations, departure packages. etc.)
 - providing regular performance feedback; individual 1:1, departmental team meetings, open-door practiced, recognizes good work and provides opportunities for social connection.
 - fostering workplace and personal wellness practices that result in productivity and reduced absenteeism.
- Supporting the **execution of the City’s Health and Safety policy** and departmental H&S training and program customization is a condition of leadership performance:
 - Working to ensure the departments H&S program and practices are clear and ensure employee understanding and accountability following organization on-boarding.
 - Supporting incident investigations and follow-up ensure employees are coached on incident, injury and accident prevention and practices are adapted and communicated when necessary.
 - implementing standards of departmental and project safety practices that result in no lost time, lost days or damage to individuals, property, equipment, or the environment.
 - Reviewing the status of valid and relevant certifications as required for specific duties (use of power equipment and tools, etc.)
- Development, delegation and regular interaction with Roads and Utilities Supervisors to.
 - Ensure daily, weekly, and monthly tasks and objectives are achieved.
 - Build skills, address, and adapt to necessary equipment, weather, and

- operational changes of grounds crews.
 - Exchange information, ideas, and suggestions with employees across departments.
 - Ensure performance standards are observed and addressed (encourage positive behaviour/performance, correct poor examples immediately)
- Future-focus of team development, by; identifying hi-potential qualities and developing a succession plan for these individuals, maintaining an external talent bank for potential recruitment/vacancy filling.
- Employee relations programs and coaching (recognition, social engagement, team spirit) achieve exceptional performance, department morale and retention.

Confident and **professional communication and leadership demonstrated by:**

- Strong command of English language – vocabulary, document writing practices for business letters, reports, data presentations, technical documents, etc. strong articulation in English language for purpose of council, public and external agency communication.
 - Adapting method of information delivery (verbal, written, electronic) as appropriate to the “audience” – public, internal, council, external agencies, etc.
 - Strong standards of documentation and accuracy (factual) information with demonstrated ability to articulate and respond with expertise.
 - Effective presentation of reports, council briefings, proposals, etc. to council, external agencies, in other public forums with authority and confidence.
- Understanding the structure of the City of Colwood and directing inquiries, responding, and collaborating with confidence, in such interactions as:
 - lending expertise to planning sessions associated with execution of urban forest management plan, recreation facility master plan action steps and implements necessary grounds-specific actions.
 - partnering/collaborating with internal departments to adapt existing guidelines, plans, procedures to meet needs of council, residents, etc.
 - fostering effective working relationships with Community Development, Bylaw, RCMP, etc. in coordinating efforts on a variety of issues, initiatives, and plans.
- Taking the lead on making contact and having conversations with co-workers (internal stakeholders), residents and visitors, suppliers, associated or provincial/regional agencies, etc.
- Exercising discretion on what, when and how information should be shared and ensuring confidentiality of information (financial, business, employee) always.
- Adapting to and implementing change as a positive and progressive requirement and engaging and influencing employees and coworkers to buy-in.
- Demonstrating leadership behaviours in all interactions, specifically; respect, resourcefulness, listening (with intent to hear), solutions-focus, teamwork, humour, questioning, analytical, empowerment, assertive, fair, knowledgeable.

Performs other related duties and acts in capacity for the Manager of Roads and Utilities, as required from time to time. Weekend work may be required as well as stand-by and call-out work assignments.



MINIMUM TRAINING AND EXPERIENCE REQUIRED*

- Grade 12 or equivalent.
- Minimum of five (5) years experience directly related to the work to be performed in the maintenance and construction of the City's road infrastructure and broader public works operations and infrastructure projects, preferably within a municipal environment.
- A minimum of three (3) years supervisory experience in a related work environment.
- Minimum of one (1) or more years demonstrated experience in the operations of snow removal and de-icing.

**An equivalent combination of education/training and experience may be considered.*

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- A sound knowledge of the methods, techniques and the use of materials, tools and equipment used in the Roads Section of Public Works.
- Thorough knowledge of the Worker's Compensation Act and OH&S regulations applicable to the work area including confined space entry.
- Ability to plan, organize, train, and supervise the work of a group of unskilled or semi-skilled employees.
- Thorough knowledge of the safety requirements applicable to the tasks being performed and the ability to supervise employees in safe work procedures.
- Ability to establish effective working relationships with supervisors, employees, contractors, developers, and members of the public.
- Ability to evaluate, correct and/or modify work habits of employees.
- Ability to perform a variety of skilled manual tasks, requiring the use of independent judgement.
- Sufficient health, physical condition, strength, stamina, and coordination to permit performance of all work in all types of weather.
- Ability to interpret engineering drawings and sketches applicable to the tasks being performed.
- Ability to prepare cost estimates and work within a planned performance budget system and assist in the administration and inventory of tools and equipment.
- Ability to communicate effectively both verbally and in writing.
- Working knowledge of office productivity software such as MS Office with the ability to complete reports, create basic documents and correspondence.
- Ability to follow and contribute to office administration procedures including maintaining records and performing other clerical duties as required.
- Ability to perform weekend work as required as well as stand-by and call-out work assignments.



REQUIRED COMPETENCIES

Demonstrated proficiency in the core competencies of:

- Adaptability: Willingness to be flexible in a changing environment.
- Relationship Building: Establish and maintain respectful and cooperative working relationships.
- Effective communication: Communicate effectively with others.
- Problem Solving: Recognize and act to resolve problems.
- Organization: Organize the work so that others will understand and will be able to achieve the City's goals as communicated by senior staff.
- Customer Focus: Provide excellent service to both internal and external customers.

Leadership competencies:

- Use best judgment in anticipating future needs, opportunities, and risks. Use a proactive approach to take action and achieve desired outcomes.
- Innovation: Strive for innovation; champion appropriate new ideas and creative solutions.
- Change Management: Actively promote appropriate change as a necessary business function. Lead people through transition and change.
- Personal insight and rapport: Demonstrate Colwood's values, awareness of strengths and weaknesses, seek feedback, fulfill commitments, and demonstrate courage to do what is right.
- Compassion, empathy, integrity, and strength of character.

REQUIRED LICENCES, CERTIFICATIONS AND REGISTRATIONS

1. BCSMA Supervisor Safety Certificate.
2. Ground Disturbance and Trenching and Shoring training.
3. Traffic Control Planning (TCP) certificate.
4. Class 3 BC Driver License is an asset.
5. Class 5 BC Driver's License with an airbrake endorsement.
6. Occupational First Aid (OFA) level 1 is an asset.