

# The Township of Huron-Kinloss

## POSITION DESCRIPTION

Position Title: Manager of Operations			
Reports to:	Director of Public Works	Last Revision Date	February 2026
Department:	Public Works	Positions Supervised:	Lead-Hand/Foreman, Public Works Operators, Crossing Guards
Position Status:	Full Time	Job Grade:	
Nature and Scope of Position:			
<p>The Manager of Operations will manage and oversee the transportation operations for the Township. This position will provide leadership for the department, the fleet management program and interact with external contractors and residents. This position will develop policies and procedures to ensure consistent practices are followed and municipal infrastructure is well maintained. This position requires a leader who models fairness, consistency and accountability in all decisions and who builds trust through clear communication and respect for staff, residents and partners.</p>			
<b>Key Result Areas</b>	<b>Major Responsibilities</b>		<b>Success Indicators</b>
Delivery of Programs & Services	<ul style="list-style-type: none"> <li>• Manage the Township's transportation operations, including roadways, sidewalks, culverts, bridges and gravel pits.</li> <li>• Manage and oversee the day-to-day system operations of transportation operations, departmental staff, external operating contracts, and fleet management in compliance with municipal, provincial and federal regulations.</li> </ul>		<ul style="list-style-type: none"> <li>• Transportation infrastructure is maintained to established service levels, with issues addressed appropriately.</li> <li>• Daily operations run with limited disruption, staff and contractors meet performance standards;</li> </ul>

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	<ul style="list-style-type: none"> <li>• Coordinating the submission of all statutory reports required for gravel pits.</li> <li>• Supporting and recommending the annual and multi-year capital budget to ensure that the Township has reliable transportation operations.</li> <li>• Responsible for the daily operation and maintenance of all aspects of road construction and road maintenance.</li> <li>• Oversees the inspection of road surfaces, signage, sidewalks culverts and streetlights to ensure compliance with the established maintenance standards.</li> <li>• Responds to emergency situations to assess and support recovery, with regards to the effects of windstorms, damaged road signs and obstructed roads and coordinates public notification.</li> <li>• Ensures the established Township Level of Service is maintained and any reduction in service is communicated to the public.</li> <li>• Reviews Traffic Control Plans to ensure compliance with the Ontario Traffic Manual and provides notification to emergency services and the public</li> <li>• Develop, implement and maintain policies in relation to transportation operations and services.</li> <li>• Assists in maintaining the Township’s GIS database in coordination with other Township staff and the contracted GIS service provider.</li> </ul>	<p>fleet management follows municipal, provincial, and federal requirements.</p> <ul style="list-style-type: none"> <li>• Roadwork activities are completed on schedule, within budget, and meet required standards.</li> <li>• Inspections are completed on time and deficiencies are addressed within service standards.</li> <li>• Township service levels are applied consistently and decisions are made based on transparent, objective criteria and communicated clearly.</li> <li>• Policies are current, compliant, and support efficient transportation operations.</li> <li>• GIS data is accurate, up-to-date, and effectively supports operational decision-making.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Review Entrance Permit Applications in accordance with Township policies.</li> </ul>	
<p>Leadership and Departmental Management</p>	<ul style="list-style-type: none"> <li>• Works with staff to establish clear, fair performance measures that support professional growth and accountability.</li> <li>• Conducts annual performance appraisals for staff, providing feedback, coaching opportunities, supports goal setting, and cross training plans in accordance with any applicable collective agreement provisions.</li> <li>• Ensures compliance with the Occupational Health and Safety Act and any and all regulations made under the Act.</li> <li>• Contribute to the development and execution of departmental objectives, including both short- and long-term plans, and lead the creation and implementation of projects and programs that support the achievement of established goals.</li> <li>• Oversees departmental recruitment in accordance with the Township’s Hiring Policy and the provisions of the collective agreement.</li> <li>• Develop and maintain a comprehensive fleet management program that oversees the procurement and disposal of assets, ensures effective preventative maintenance and repair practices, and maintains accurate and compliant recordkeeping for all vehicles and equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual performance reviews are completed on time for all employees in the department with regular reviews to support staff accountability and performance.</li> <li>• All work practices meet OHSA requirements, with safe work practices in place to prevent incidents.</li> <li>• Hiring processes follow policy, meet timelines, and result in qualified and well-suited candidates.</li> <li>• Fleet assets are properly maintained, compliant, cost-effective, and replaced according to asset management lifecycle plans.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Recommends improvements, modifications, or additions to shop facilities and equipment to enhance operational efficiency.</li> <li>• Participate in the operating and capital budget process by forecasting and managing program related costs and monitoring budget expenditures related costs.</li> <li>• Fosters a work environment where concerns can be raised safely and decisions are made using consistent and unbiased processes.</li> <li>• Promotes a culture of mutual respect, constructive feedback and shared responsibility.</li> </ul>	
Administrative	<ul style="list-style-type: none"> <li>• Conduct research, analyze information, and prepare reports, bylaws, agreements, policies, and procedures on a variety of municipal matters for presentation to Council, as needed.</li> <li>• Prepare tenders, requests for proposals, and quotations, and evaluate submissions to determine compliance with required standards, specifications and Township policies.</li> <li>• Responds to internal and external messages (ie. Email and phone) promptly.</li> </ul>	<ul style="list-style-type: none"> <li>• Written materials are accurate, well-structured, and submitted by required deadlines.</li> <li>• Procurement documents are clear and compliant, according to Township by-laws, policies and procedures.</li> <li>• Emails and calls are returned within established response expectations.</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Remain current on and adhere to corporate and departmental policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Work is consistently aligned with updated policies and procedures.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ensures that own work is performed in a safe manner according to health and safety guidelines and procedures.</li> <li>• Assists in establishing, maintaining and achieving goals, objectives and work plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Contributions support timely completion of departmental goals and work plans.</li> </ul>
Public Relations/Customer Service	<ul style="list-style-type: none"> <li>• Develops effective relationships with all appropriate agencies, other municipalities, provincial and federal government departments, eg. Ministry of Transportation, contractors and engineering firms.</li> <li>• Work closely with the community groups to support safe events within the municipality.</li> <li>• Demonstrates a strong public service orientation.</li> <li>• Responds promptly to public queries and requests, with patience, transparency and a commitment to fair resolution.</li> <li>• Addresses community concerns using a fair, respectful and solutions-focused approach.</li> </ul>	<ul style="list-style-type: none"> <li>• Colleague relationships foster collaboration, information sharing, and effective project delivery.</li> <li>• Event support is timely, compliant, and results in safe, successful community activities.</li> <li>• Responds to internal and external inquiries in a timely professional manner</li> </ul>
Other related duties as assigned.		
Qualifications		
<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Post-secondary education in Civil Engineering, Roads Management or a related discipline.</li> <li>• Road Supervisor Certification.</li> <li>• Possess a Valid Class G drivers license.</li> </ul>		

# The Township of Huron-Kinloss

## **Experience:**

- 3-5 years of progressive management experience in municipal environment.
- Minimum 3 years experience in municipal road construction and maintenance.
- Geographic Information System (GIS) experience.

## **Skills:**

- Knowledge of preventative maintenance programs and fiscal management principles.
- Knowledge and understanding of corporate fleet management principles.
- Knowledge of federal and provincial legislation and municipal by-laws.
- General working knowledge of municipal operations and the working of other departments.
- Experience managing in a unionized environment.
- Ability to demonstrate impartial decision making, using consistent standards.
- Well developed communication skills that communicate reasoning for decisions clearly and respectfully.
- Strong interpersonal with proven ability to deal effectively with all levels of the Corporation and general public including committees, members of Council, contractors, engineers and consultants.
- Ability to effectively build trust, lead, coach and motivate a multi-disciplinary team.
- Ability to exercise good judgement in enforcement functions and decision making.
- Good organization and time management skills.
- Strong computer skills.

## **Physical Effort & Working Conditions**

# The Township of Huron-Kinloss

- Work is performed in an office, patrol vehicle and outdoors in all weather conditions.
- Using the computer and telephone to communicate.
- Addressing quickly changing priorities.
- Responds to calls and inquiries outside of regular business hours as operational needs arise.

Signatures/Approvals	Signature	Date
Incumbent:		
Department Head:		
Administrator:		

The Township of Huron-Kinloss is committed to providing information in the format that meets your needs. We have made every attempt to make documents accessible but there may still be difficulty in recognizing all of the information. Please contact us if you require assistance and we will make every attempt to provide this information in an alternative format.