



JOB DESCRIPTION

TITLE: CHIEF OPERATIONS OFFICER

DEPARTMENT: CAO'S Office

Position Last Evaluated: N/A
Job Desc Last Updated: N/A

GENERAL ACCOUNTABILITY

The Chief Operations Officer (COO) is accountable to the Chief Administrative Officer and provides support to City Council for the planning, organization and direction of designated operational service areas including Engineering & Public Works, Emergency Management and Facilities.

As a member of the City's Senior Management Team, the incumbent assists in establishing the strategic direction, shares leadership with Managers throughout the designated service areas, and collaborates on corporate policy, ensuring corporate consistency.

The incumbent participates in the overall planning, administration and management of the City.

NATURE AND SCOPE OF WORK

Oversees designated service areas, establishes and implements City policy, sets goals and objectives.

Directs the selection, appointment and appraisal of Staff, approves training programs and in consultation with the City Manager, determines staff promotions, discipline and termination.

Provides leadership and direction to the service area Managers to meet their goals and objectives and the goals and objectives of the City.

Provides direction as to policy implementation. Acts in conformity with the strategic direction, corporate policy, and all relevant statutes, bylaws and resolutions.

Ensures reports to Council presented from service area managers meet the objectives of the Chief Administrative Officer and contain the necessary information and recommendations to facilitate Council's decision making.

Provides direction and control related to the preparation of the provisional and annual budgets of the designated service areas for submission to the Chief Financial Officer.

NATURE AND SCOPE OF WORK (Cont)

Coordinates and directs the preparation of long-range operational and capital plans for consideration by the Chief Financial Officer and Chief Administrative Officer.

May act in the place of the Chief Administrative Officer, fulfilling all functions of that role, as needed.

Participates as a member of the City's Senior Management Team and participates in the overall planning, administration and management of the City. As such, and in addition to direct reports, assumes cross-departmental responsibility for mentoring, developing and assisting Managers.

Attends all meetings of City Council, except for approved absences. Attends meetings of Committees, Commissions and Advisory Bodies on request. During meetings, makes observations, suggestions and recommendations as appropriate.

Maintains a high level of day-to-day contact with City Council to ensure appropriate liaison between staff and Council while also ensuring effective communication between staff and Council with regard to operational matters. Provides advice and recommendations to the Chief Administrative Officer.

Provides information to Council, staff, media and the general public concerning existing and proposed policies, practices and programs of the City. Supports a high level of cross-departmental communication as well as maintaining effective contact with City unions and external stakeholders. Ensures responsiveness to public inquiries and service demands.

Acts as "team leader" on specific projects as delegated by the Chief Administrative Officer.

Establishes, organizes and maintains departmental Emergency Response protocol and ensures that given an emergency situation the department will have a full understanding of their roles and responsibilities.

Provides leadership in developing and maintaining a culture of safety in all of areas of authority through understanding of due diligence and the role of WorkSafe BC.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the *Local Government Act* and *Community Charter*, related statutes, laws, regulations and precedents respecting Municipal Government.

Thorough knowledge of municipal operations and sufficient knowledge of the functions of the designated service areas to provide effective overall leadership for these functions and to represent service needs to the Senior Management Team, Council and the Community.

Good knowledge of practices and principles relating to financial and human resource management in large, complex organizations.

Good knowledge of project management practices and principles.

Ability to build positive relationships with Council, community, unions and employees in order to gain trust and respect.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES (Cont)

Oriented towards continuous learning and is able to effectively support employees in developing their knowledge and skills to meet corporate objectives.

Ability to provide timely, high quality services that effectively serve the needs of Council and the community.

Ability to present viewpoints and ideas effectively in both written and verbal form.

Ability to take a broad, organization-wide (“big picture”) view when making decisions and solving problems. Anticipates future needs and identifies potential opportunities and challenges.

Ability to work collaboratively, ensuring interpersonal skills contribute to effective team functioning and performance.

Ability to use knowledge of organizational systems and culture to assess the impact of decisions and to identify problems and opportunities.

Excellent leadership and performance management skills, including the ability to influence, delegate authority and responsibility appropriately, and maximize performance.

Strong analytical and problem solving skills to identify competing priorities, analyze problems, organize information, identify key factors and underlying causes and to develop solutions.

Ability to adapt to a changing environment and to maintain stable performance despite stressful conditions.

Ability to maintain a high degree of professionalism and integrity.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Bachelor’s Degree in a related discipline (e.g. Engineering, Recreation/Sports Administration, Business Administration, Public Administration) and ten (10) years’ progressively responsible related experience, including five (5) years’ in a senior management capacity.

An equivalent combination of education and experience may be considered.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

Satisfactory Criminal Record Check.

DESIRABLE TRAINING, EXPERIENCE AND/OR CERTIFICATION

A Master’s Degree in a related discipline and certification or training in local government administration would be an asset.

GENERAL STANDARDS

Managers and supervisors shall ensure the health and safety of their employees by demonstrating support and participation in all aspects of the Occupational Health and Safety (OHS) Program, communicating hazards and expectations of safety, maintaining safe work areas, and assigning work to trained persons.

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health and Safety (OHS) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity and fairness.

Takes responsibility for reducing energy consumption within the scope of the job duties.

Meets the City's core competencies in the areas of Building Relationships, Developing Self & Others, Focusing on Customer, Communicating Effectively, Thinking Strategically and Collaborating for Results.

Adheres to City policies and objectives.

SIGNATURE

I have reviewed this job description.

Employee's Name Employee's Signature Date