



Leader, Operations – Wastewater Repairs

If you are committed to public service, enjoy collaborating with others, share our [values](#), and have a desire to learn and grow, join The City of Calgary. City employees operate the facilities, deliver the services and run the programs which make a difference in our community. We support work-life balance and offer competitive wages, pension and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

As Leader, Operations Wastewater Repairs, you will provide strategic oversight of your section and lead a skilled team of supervisors and unionized staff that executes day to day and strategic repairs on the wastewater and stormwater collection systems. You will support and engage your team to build resilience and trust and provide clear direction to enable staff to meet objectives during uncertain times.

As a member of the Water Services leadership team, your leadership style is collaborative with a strong customer focus to service within the Utility. You are comfortable working in a fast-paced and ambiguous environment with constantly shifting priorities and can build trust and engage others. Understanding and achieving all applicable regulatory requirements is imperative to this role. Primary duties include:

- Establish and maintain a culture of safety and respect that embodies our corporate values and ensure safe working practices are implemented, adhered to and measured.
- Lead the daily operations related to timely and quality repairs on the collection systems and provide short and long term strategic business development, as well as develop and implement business process changes that encourage business optimization and service improvements.
- Ensure procedural documentation supports quality and consistency to repair the wastewater and stormwater linear infrastructure and report on performance metrics and benchmarking systems.
- Maintain collaborative relationships with other divisions, business units, external partners, regulators and stakeholder groups and oversee the performance of contracted external personnel.
- Maintain reporting on financial performance, including preparation of annual budgets and adjustments.
- Develop customer service initiatives that include best practice and improve customer experience.

Qualifications

- A completed 2 year diploma in Business Administration or a related field with at least 8 years of related experience that includes supervisory experience, customer service oversight and partnership development.
- Experience within a complex unionized environment, a Utility setting and experience in construction supervision are strong assets.
- Alberta Environment and Parks (AEP) certification in wastewater collection systems and a degree, training and/or experience in Change Management are also strong assets.
- Demonstrated strong skills in business and political acumen; strategic and analytical thinking; communication; engaging and connecting with all levels of stakeholders; building and maintaining collaborative working relationships; strong organization, planning and leadership skills.

Pre-employment Requirements

- Successful applicants must provide proof of qualifications.

Union: Exempt	Business Unit: Water Services
Position Type: Temporary (up to 18 months)	Location: 861 40 Ave NE
Compensation: Level F \$88,307 – 135,252 per annum	Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.
Hours of work: Standard 35 hour work week	Apply By: March 15, 2021
Audience: Internal/External	Job ID #: 303776

Apply online at www.calgary.ca/careers

We value diversity of expertise, talent and opinion which creates an innovative and collaborative environment. We are committed to a respectful and inclusive workplace and welcome applications from all qualified individuals.