



Position Title: Division Manager, Technical & Support Services

Position Status: Full-Time Regular

Department: Water Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: Management / Leadership, Level M4A (\$161,794.85 - \$190,355.78 annually)

Our Water Services Department is seeking a Division Manager, Technical & Support Services who will lead a team that provides technical and engineering support services within Water Services Operations & Maintenance (O&M), and manages a complex system of engineering related analyses, research, planning, programming and projects for a range of matters such as dam operations, water source supply planning, transmission systems, industrial controls and communications.

The Division Manager will inspire and motivate their team of approximately 34 staff of engineers, technicians, industrial controls and communications technologists.

You are: practical and technical, and enjoy working in a fast-paced environment that delivers an essential service to the region every day and every hour of the year. You are a team-builder who consistently looks at ways to improve processes and mitigate operational risks.

The Division Manager, Technical & Support Services reports to the Director, Operations & Maintenance, Water Services.

This role:

- Leads division responsible for providing technical and engineering support services within the Water Services Operations & Maintenance (O&M) function. Leads and manages complex system engineering related analyses, research, planning, programming and projects for a range of matters such as dam operations, water source supply planning, transmission systems, industrial controls and communications. Works strategically to optimize operations and address matters impacting the utility's overall performance. Leads continuous improvement program using Lean Six Sigma process.
- Assume the role of Responsible Person for Dam Operations Engineering as per the Dam Safety Policy and be responsible for dam operating decisions as described in the Dam Safety Management System. Responsibility also includes ensuring that dam operations are carried out within allowable constraints (maximum allowable reservoir

levels, drawdown and refill constraints, etc.) as determined by the Dam Safety Engineer, as per the Dam Safety Policy.

- Accountable for the Division's budget preparation and reporting and ensures the appropriate allocation of resources within the approved budget. Monitors and controls spending and ensures the effective and efficient expenditure of allocated funds. Contributes to the preparation of long-range financial plans; develops and implements strategic initiatives; and guides staff on cost control.
- Leads and coordinates operations planning, analyses and decision support systems; quality control and assurance; information systems; and other centralized technical services for the division. Provides input for the development and implementation of procedures, programs and initiatives and ensure consistency with overall objectives. Provides input for the planning and implementation of proposed facility improvements, capital projects and the development of long-range infrastructure plans.
- Implements procedural changes due to factors such as demand, budget, system conditions, technology, and/or changes in regulatory requirements or customer service expectations. Ensures regulatory requirements, service levels and other performance criteria are continuously met and works closely with other Divisions within Water Services to support the investigation and remedy of issues.
- Adopts relevant state-of-the-art practices and technologies as appropriate and delivers system optimization projects. Ensures project components are optimally coordinated; ensures availability of dependencies; and coordinates work with adjacent projects and initiatives as required. Provides direction for the resolution of problems and prepares and delivers progress reports as required. Writes and reviews reports, technical memos and drawings and delivers presentations to various audiences.
- Responsible for supervising, directing and motivating staff and monitors performance towards division, department and corporate objectives. Ensures staff adhere to corporate and board policies and develops systems, policies and procedures for divisional activities. Leads, coaches, mentors and develops staff recognizing the importance of leadership, supervisory and technical training; develops and sustains a flexible workforce encouraging staff to pursue opportunities that complement their skills and experience.
- Leads change management and continuous improvement initiatives for the division related to organizational structure, divisional functions and work processes. Gathers and analyzes information on trends and internal and external factors affecting priorities; communicates changes to internal and external stakeholders.
- Works closely with the Director and Leadership team to develop strategic O&M initiatives to meet the Board Strategic Plan and O&M Business Plan. Leads the implementation of strategic initiatives and ensures the division's activities are consistent with the organization's values. Provides leadership to address critical and complex emergencies; coordinates staff and makes decisions to mitigate risks.
- Develops and maintains strong working relationships diverse internal and external contacts on issues affecting the operation work of the utility. Partners with consultants and technical associations to further objectives. Provides advice and guidance on approach and problem situations to others within Metro Vancouver and on behalf of the organization to contacts external to the organization; represents the organization to the media, elected officials, and the public as required.
- Performs other related duties as required.

To be successful, you have:

- Bachelor of Applied Science degree in engineering or other relevant discipline. 10 years of recent, relevant, progressive experience supplemented by courses in business management and leadership; or an equivalent combination of training and experience.
- Membership or eligibility for immediate membership as a registered Professional Engineer (P.Eng.) with the Engineers and Geoscientists of British Columbia (EGBC) is an asset.

- Lean Six Sigma certification is an asset.
- Ability to lead, supervise, coach and guide others while enhancing individual and team effectiveness. Ability to mentor and foster the development of direct reports and provide leadership to a number of 'support but does not report' working relationships. Sound understanding of and ability to apply labour and employee relations principles and practices including applicable collective agreements.
- Extensive technical expertise related to water infrastructure systems operations. Extensive knowledge related to providing engineering technical support for a large complex utility such Metro Vancouver's drinking water utility. Superior ability to troubleshoot complex challenges affecting diverse aspects of the water system including matters related to industrial controls and communications technology.
- Extensive knowledge of the regulatory criteria affecting the design, construction, operations and maintenance of Metro Vancouver's water system. Demonstrated ability to lead and manage complex system engineering optimization and continuous improvement projects involving multi-disciplinary teams and coordination with other divisions.
- Excellent budgeting and financial management skills. Demonstrated ability to manage and monitor budgets, meet financial objectives and ensure the effective and efficient expenditure of allocated funds. Excellent contract administration and project management skills including the ability to resolve complex issues.
- Excellent written and oral communication skills including sound report writing and presentation skills. Persuasively communicates complex information to diverse audiences and upholds the reputation of the organization in communications with external agencies, the media, elected officials, and the public.
- Ability to build and maintain respectful working relationships; skill in dealing openly and tactfully in a variety of situations. Proven ability to use judgment to resolve complex challenges; flexible and able to develop and revise strategies to address problems and changing circumstances. Demonstrates persistence in overcoming obstacles and considers the diverse and long-term implications of decisions.
- Contributes to the team with constructive ideas and experiences; effectively deals with disagreements to prevent escalation of conflict; seeks to include team members in decisions that will impact them. Ability to make complex and sometimes controversial decisions and effectively administer work through unforeseen conditions. Strong organizational and time management skills.
- Proficiency using Microsoft Office programs including Word, Excel, Outlook and Project.
- Valid BC Class 5 Driver's License.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

We are committed to diversity, equity and inclusion and being representative of the region we serve. We invite all qualified candidates to apply including Indigenous People, visible minorities, immigrants, 2SLGBTQI+, all genders and persons with disabilities. Accommodations will be provided upon request during the selection process.

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by March 7, 2024.