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The City work for you.



Leader, Operations Lift Stations

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](https://www.calgary.ca). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

As a Leader, Operations Lift Stations you will enable achievement of a safe and efficient service for the Utility. You will be leading a team dealing with day-to-day operations, maintenance and repair of the Wastewater and Stormwater lift stations infrastructure. You will provide Strategic oversight of your section, collaborate across divisions and will be responsible for ensuring a customer focused and environmentally sound approach to service within your area in alignment with your approval to operate issued by Alberta Environment and Protected Areas. Additionally, you will also provide maintenance and operational management of all automated controls systems for the Field Operations sections. Primary duties include:

- Provide short- and long-term strategic business development and action planning on behalf of the section.
- Ensure sound relations with other internal Divisions, Business Units, Inter-governmental bodies (i.e., Federal and Provincial), and interested-party community groups.
- Develop, implement, and support business process changes and operational strategic vision and mission.
- Oversee the creation of the business framework for integrated process control systems while providing services that ensure 365/24/7 availability.
- Represent Field Operations Divisions and Water Services Business Unit on various department and corporate initiatives and committees.
- Communicate line of sight between work of employees and organizational priorities and business plans.
- Provide leadership, coaching, mentorship and development for both lift stations and control systems staff through performance reviews and career dialogues.
- Establish performance expectations and manage employee performance.
- Assess and effectively mitigate strategic risks.
- Extract the key issues from complex, ambiguous, and rapidly changing environments.
- Use information from performance monitoring, set forward-looking goals with a broad perspective and long-term timelines to improve outcomes.
- Maintain understanding of the strategic safety requirements for the division and lift stations work area and use this knowledge to ensure safe working practices are implemented, adhered to, and measured.
- Develop, monitor, and report on divisional performance metrics and benchmarking systems.
- Develop and oversee the implementation of customer service-related initiatives that include implementing industry best practices and improving customer experience.

Qualifications

- A degree in Business Administration, Commerce, Environmental Science, Applied Engineering, or a related discipline and at least 8 years of experience working in an operational setting such as in a public or private utility (Water, Wastewater, Stormwater); OR
- A completed 2 year diploma in Business Administration, Administration, Applied Engineering or related and at least over 10 years of experience working in an operational setting such as in a public or private utility (Water, Wastewater, Stormwater).
- Equivalent combinations of education and experience may be considered.
- Progressively responsible experience in leadership roles and people management is required.
- A valid Class 5 Driver's License (or provincial equivalent), with no more than 6 demerits is required.
- Wastewater Collection Certification will be considered an asset.
- Strong critical thinking, planning and organizational skills.
- Ability to think strategically with strong political and business acumen.
- Excellent interpersonal, communication and presentation skills.
- Demonstrated ability in mentoring, leading and developing diverse teams within a unionized environment.

Working Conditions: This position works in an office as well as in the field performing site visits.

Pre-employment Requirements

- Successful applicants must provide proof of qualifications.

Union: Exempt
Position Type: 1 Permanent
Compensation: Level F \$94,168 – 144,228 per annum
Hours of work: Standard 35 hour work week
Audience: Internal/External

Business Unit: Water Services
Location: 625 25 Avenue SE
Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.
Apply By: September 26, 2024
Job ID #: 310477

Apply online at www.calgary.ca/careers