

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

The Operations Manager oversees delivery of departmental programs on Alberta's highway network, First Nations and Metis settlement road infrastructure, park and urban access roads, and ferries within area of authority. Major area of authority is the safe operation and maintenance of the network.

Expectations are that the condition and integrity of the highway system, within the designated service area, is kept at the highest service level possible while managing expenditures to stay within set budgetary targets.

For purposes of maintaining our status as a "knowledgeable owner" this position will participate in activities with respect to delivering assigned components of in-house designs and project management.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

- Wise allocations of resources are made to minimize expenditures and maximize competitiveness within the private sector.

- Human life and environment is protected by the safe movement of traffic on the highway network.
- Provide guidance, direction and leadership in Operations staff, Maintenance Contract Inspectors, Field Support Technologists and Development Control Technical staff.

Provide guidance to office administration staff in the delivery of district administration.

- Assist and respond to public inquiries.
- Maintain good public relations with public, industry and other levels of government.
- Delivery of the Maintenance of the Park Road Program along with Maintenance of the Water Resources Infrastructure Program.
- Address other operational needs through means other than the Maintenance Contractor when necessary.
- Contributions to management of the Region.

The Operations Manager requires an in-depth knowledge of construction, maintenance, and development practices in the transportation sector, experience with contract management and public service, and an understanding of unique geography and culture of the area.

The Operations Manager provides direction and management of a specific but geographically spread functional area.

The Operations Manager must:

- Understand the goals, values, and principles of the government, department, division and region. The position then facilitates the district staff's understanding of their influence in achieving the goals.
- Understand the clients and stakeholders (public, municipal contacts and their administration, contractors, private developers, and other private industry interests). Develop strategies, implement strategies to meet or exceed their diverse needs.
- Understand the partnering concept; encourage risk and role sharing.
- Understand and implement budgeting/forecasting techniques to develop annual work plans and manage work volumes within an annual budget of \$15 to \$35 million for all highway maintenance work (crack filling, patching, line painting, mowing, snow and ice control, etc.)
- Provide timely input into the development of department Construction and Rehabilitation Programs.
- Clearly communicate to meet the needs of all stakeholders.

Problem Solving

Typical problems solved:

Situations are generally unstructured and require creative approaches to problems and challenges. The job holder must frequently modify approaches and come up with creative new solutions.

Most Difficult or Challenging Situations: There are four typical situations:

1. With Maintenance Contractors:

Maintenance contractors seek to maximize profit. Often situations arise whereby bid items or traditional methods of contract administration are not equitable for either the contractor nor the Department. Protecting the interests of the owner can be difficult, while preserving partnership, in a non-confrontational amiable working relationship, within a constrained budget.

2. Department Issues:

The Operations Manager has a fairly large staff and is actively involved in human resource management, related to staff changes. The Operations Manager is often in a leadership role when it comes to Department-wide issues due to transition or change. Management of change and participation in Department-wide committees related to human resources, are a major challenge for the Operations Manager.

3. With Other Interest Groups:

Occasionally, individuals, (commonly land owners) or interest groups seek to obtain approval or considerations that would not normally be granted. The key here is to communicate, be innovative and seek common terms. If a good understanding of the specific concerns can be attained; sometimes a "best fit" solution can be attained.

4. With Municipalities:

Often good highway administration practices can disfavour a municipality who seeks maximum benefit to themselves, from the Provincial Government. The key is to be creative and open to solutions and alternatives. To see the "best fit" solution in every case, recognizing that occasionally total satisfaction cannot be attained.

Types of guidance available for problem solving:

Normally assistance from others is sought when no satisfactory solution is found and the other party seeks consideration from a higher level of management.

The Operations Managers from across the province form a committee called OPMC. Operations Managers can take challenging situations to the group for guidance/input.

Direct or indirect impacts of decisions:

The Operations Manager provides direction and guidance of functions and several important responsibilities across several diverse groups. The position often represents the Department with the general public, local municipalities and/or other local interest groups on issues regarding the functional areas of:

- maintenance activities
- log haul
- illumination
- speed zones
- signing, traffic control devices
- weed control on Alberta Infrastructure and Transportation lands
- expenditure of public funds
- intersection and other highway improvements
- co-ordination of policies and procedures for consistent delivery of objectives, across the province.

These items are integrated with municipalities and others to work together on an appropriate and integrated road system for Albertans. Work performed affects primarily the entire department with some impact on other departments or client groups outside the department.

The Operations Manager will be a key player in the Infrastructure Management System and development of the capital/rehabilitation program. As the Department searches for the “most economic” treatment of infrastructure, operating or maintenance treatments are foremost in such considerations. The Operations Manager will have significant impact on capital spending allocation throughout the province.

While the Operations Manager is functionally in charge of a single defined area, every Operations Manager also participates on numerous committees Task Groups that represent the entire region of the province. Committee, Task Groups and other groups that operations commonly participate in or attend are:

- a) OPMC (establishes province-wide procedures for Maintenance Contracting)
- b) Task Groups (diverse groups formed to address specific province-wide issues)
- c) Regional Management Committee
- d) Inter-district coordination, when a highway maintenance contract is awarded for more than one district’s area.

As each district represents a large section of the province, the Operations Manager's actions can often quickly affect the entire province. Our partners/public/clients now demand immediate and exacting uniformity across the province. The Operations Manager represents the Department, in his/her area of jurisdiction. He/she is solely empowered to deliver the program assigned. The Regional Director oversees but does not direct the daily delivery of programs.

The Operations Manager, through the OPMC, gives strong communication and understandings with the other Operation Managers and forms a strong team that drives the province.

Key Relationships

Major stakeholders and purpose of interactions:

Management and Staff:

- Keep Regional Director, Managers and staff informed of work activities, discuss issues, etc.

Regional Managers:

- Address broader issues that interact with the Region internally and externally

Operations Group, Regional Director, Bridge Manager, Construction Manager, Infrastructure Manager, Operations Engineers and others:

- Review and track progress on maintenance projects, budget controls, maintenance

Maintenance Contractors:

- Hanna Region has three contracts - two with Emcon and One with LaPrairie. Liaise with contractors to ensure program is delivered according to department standard contract specifications.

Inter-departmental: Other Regions, Technical Standards, Program Management Branch, Professional Services and others:

- Coordinate work activities, administer budgets, decision making, Alberta Environment protection concerns, discuss contract specification conflicts, discuss problems.

External

Town, Villages, Municipalities, Media:

- Coordinate and plan operations and solve problems. Also deal with partnership project (the delivery of them). Liaise with their engineering consultants, review budgets, technical inquiries, respond to media inquiries.

Public:

- Telephone/written correspondence concerning traffic safety during maintenance operations, road conditions, and concerns and problems they have.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Engineering		

If other, specify:

Certificate of ASET with several years directly related experience

Job-specific experience, technical competencies, certification and/or training:

Work Experience Required:

- Extensive experience in highway administration activities (8 to 10 years)
- Significant experience in public relations and public administration.
- Strong record of management, supervisory skills, financial and human resource management.
- Experience in managing a diverse work group (engineering, technical, administrative, etc.).
- Training in matters of Contract Administration, Conflict Negotiations.
- Training in all transport regulations and policies.
- Strong computer skills, time management and inter-personal skills.

Knowledge Required:

- Strong understanding in highway engineering (all areas); design, materials, construction, maintenance, and bridges.

Skills Required:

- Communication skills are essential. As a front line manager, this position has contact with the public, partners and other interest groups, often in a conflict situation.
- Public speaking, interviews, all types of writing and strong interpersonal skills are required.
- A strong understanding of contract administration, department authorities matrix, AUPE agreement, human resource management and all applicable Government of Alberta Acts and Regulations.
- Effective decision-making, planning delegation, financial management, budget preparation and management and public relations media skills.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		

Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems 	

		<ul style="list-style-type: none">• Engages others and encourages debate and idea generation to solve problems while addressing risks	
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Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

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Assign