



POSITION DESCRIPTION

POSITION:	OPERATIONS COORDINATOR
DEPARTMENT:	PUBLIC WORKS
CURRENT ISSUE:	JULY 2026
NEXT REVISION:	JULY 2031
AFFILIATION:	NON-UNION

POSITION SUMMARY:

Reporting to the Operations Manager, the Public Works Operations Coordinator is responsible for supporting the efficient delivery of Roads and Public Works operations through the coordination of staff, equipment, contractors, and resources. The position contributes to the planning and execution of maintenance activities for municipal infrastructure; providing administrative and operational support in areas including procurement, permitting, inspections, contract administration, public inquiries, and budget preparation. The Coordinator also ensures compliance with applicable legislation, municipal policies, and established maintenance standards.

DUTIES AND RESPONSIBILITIES:

Work and Equipment

- Assists the Operations Manager in planning, coordinating and organizing resources on a day-to-day basis.
- Assists the Operations Manager in planning, assigning and organizing employees and equipment to repair and to maintain roads, bridges, drainage works, signs and safety devices, in conjunction with the Operations Manager.
- Creating work orders for day-to-day operations or as required.
- Develop work plans for projects, including but are not limited to obtaining permits, developing traffic control plans etc. and procurement of services and materials
- Ensure that employees are working in accordance with relevant Health and Safety legislation and corporate/departmental policies and procedures.

Procurement of Goods and Services

- Develop and Manage Tenders, RFP's and RFQ's for operational and small capital activities.
- As directed, assist with the direction and the supervision of contractors work on behalf of the department and ensuring all inspections and documentation of work is compliant with contract specifications.

- Review requests for purchases by staff under their supervision, following the procurement policy.

Patrolling

- Conduct patrols to assess the condition of road surface, drainage, signs, safety devices and other assets in accordance with minimum maintenance standards and other municipal policies and procedures.
- Monitor the Global Position System (GPS) software to ensure compliance with minimum maintenance standards.
- Create work order based on deficiencies.

Permits & Inspections

- Municipal consent, entrance permits and other departmental permits as required, review and provide recommendations to the Operations Manager.
- Follow up and inspections on works related to permits.

General

- Responsible for duties of the Operations Manager in their absence.
- Assists Operations Manager with annual budget
- Assist the Operations Manager with the hiring, evaluation, discipline and dismissal of department staff in consultation with the Director.
- Review and respond to questions and complaint of the public, police, emergency service providers, utilities, contractors, supplier and local municipalities, adhering to standards and department policies.
- Employees will be required to perform duties in addition to the above from time to time as directed by the Operations Manager or the Director of Roads and Public Works.

The above generally describes the duties involved with this position. However, municipal work is varied in nature, and the works department staff is small, therefore, employees will be required to perform duties in addition to the above from time to time as directed by the Director of Roads & Public Works.

QUALIFICATIONS:

- College Diploma in Civil Engineering or similar education and experience.
- Certified Road Supervisor (CRS) Designation with the Ontario Association of Roads Supervisors- (AORS). CRS-I (Intermediate) would be considered an asset.
- A minimum of 3 years' experience, including supervisory role, in a unionized municipal public works setting.
- Proficiency in a computerized environment. With Microsoft operating systems, database and in-house software i.e. Advanced knowledge of Microsoft Outlook, Word, Excel, and Power Point. Ability to learn additional in-house systems such as ARCGIS, service request and work order software and financial software.
- Experience in SharePoint and Municipal filing systems, as in TOMRMS would be considered an asset.

- Ability to embrace change and continuous improvement by being receptive and open to constructive feedback.
- Joint Health and Safety Committee Certification (Parts 1 and 2) or ability to obtain within specified time frame.
- Knowledge of municipal infrastructure construction and maintenance practices, including roads, water and sewer systems, municipal equipment operations and tree and vegetation management.
- Knowledge of financial accounting and reporting.
- Strong supervisory and organization skills.
- Strong oral and written communication skills.
- Excellent public relations and customer service skills.
- Valid Ontario Driver's License (Class G). DZ License would be considered an asset

PRINCIPAL ACCOUNTABILITIES:

In addition to the general requirements of the Municipality for regular and reliable attendance, timeliness and personal conduct consistent with Municipal policies and procedures, the incumbent is expected to:

- Promote and maintain clear lines of communication that foster successful interpersonal relationships. Such communication shall be timely, informative, accurate, courteous, responsive, and complete.
- Maintain the confidentiality of all employee and resident related information deemed to be confidential.
- Ensure that the equipment of the department is maintained, respected and that preventative maintenance is undertaken. Ensure that equipment is utilized in a safe manner by informed staff, conforming to established operating specifications.
- Maintain all necessary qualifications and certifications and ensure all professional standards and legislative requirements are met.
- Be fully knowledgeable of your responsibilities under the Occupational Health & Safety Act and Regulations, and to work in compliance with these provisions to create an environment, which is conducive to the health and safety of the Municipality's employees, residents, volunteers and other stakeholders. You are expected to always work in a safe manner and report any hazards or incidents as soon as possible.
- Be fully knowledgeable of the Occupational Health and Safety Manual to understand actions expected.
- To take a problem-solving approach to your work, using sound judgment, acting appropriately to ensure safety.

APPROVAL:

This position description has been approved by the Director of Roads & Public Works.

TITLE

SIGNATURE

DATE

Director of Public Works

INCUMBENT'S SIGNATURE

I, _____, have read and understand the content of the above position description.

Employee signature: _____ Date: _____

OPERATIONS COORDINATOR - PHYSICAL DEMANDS

TASK DEMANDS: Frequency of identified physical tasks in job responsibilities

TASK	FREQUENCY			
	Never (0%)	Occasional (<33%)	Frequent (33% - 66%)	Constant (>67%)
Sitting – remaining in the normal seated position			X	
Standing – remaining on one's feet in an upright position without moving about or combined with walking			X	
Walking – moving about on foot on level or uneven surfaces			X	
Stooping/Bending – bending down and forward at the waist in a sitting or standing position		X		
Kneeling – bending legs to rest on one or both knees	X			
Crouching/Squatting – Bending down and forward by bending legs at knees	X			
Crawling – Moving about on hands and/or knees or feet.	X			
Twisting – Rotating upper torso left and right while sitting or standing		X		
Balancing – maintaining body equilibrium to prevent falling when walking, standing, crouching, kneeling on narrow, slippery or moving surfaces.		X		
Climbing – Ascending/descending ladders, stairs, scaffolding, poles or inclined surfaces.		X		
Keyboarding – using a computer keyboard, adding machine, calculator, typewriter, etc.		X		
Reaching – extending hands and/or arms below, at or above shoulder height		X		
Gripping/Handling – manipulating objects with the hands by seizing, holding, grasping using a power grip or simple gripping		X		
Fingering – manipulating objects using the key, palmar or tip inch grip positions.		X		

Lifting	Under 10 lb. (4.5 kg)		X		
	10 – 20 lb. (4.5 – 9.0 kg)		X		
	20 – 40 lb. (9.0 – 18.0 kg)		X		
	Over 40 lb. (27.0 Kg) Specify: Mechanical Lift		X		

PUSH/PULL REQUIREMENTS (Identify specific tasks requiring pushing/pulling equipment involved)	Frequency		
	Occasional (<33%)	Frequent (33% - 66%)	Constant (>67%)
Pushing/pulling of equipment (e.g. lawnmowers, carts, auto-scrubbers or other cleaning equipment)	X		

OTHER PHYSICAL/COGNITIVE REQUIREMENTS: Identify special requirements used routinely in the job and identify job task (e.g. listening and visual concentration for transcription; mental concentration for multi-tasking etc.)

PHYSICAL/COGNITIVE REQUIREMENT	JOB TASK	YES	NO
Mental Concentration	Fast-paced, multi-tasking environment, critical thinking, problem solving	X	
Risk of Eye Strain	Constant viewing of computer monitors	X	
Mental Demands	Working with tight deadlines, decision making accountability, legislative restrictions	X	

WORKING RELATIONSHIPS

Internal	Roads and Public Works staff; CAO, Department Heads, support staff, Members of Council
External	Public; government ministries and agencies; other municipalities; suppliers; contractors.

Legend: D – Daily, W – Weekly, M – Monthly, Q – Quarterly, A – Annually

TITLE OF PEOPLE CONTACTED	D	W	M	Q	A	PURPOSE	HOW	
							ORAL	WRITTEN
Residents	X					Providing information; follow-up on complaints and inquiries	X	X
Stakeholders/Contractors		X				As team leader and member; supporting departments and unit activities, purchase orders	X	X
Employees/Managers	X					Communicating, collaboration, consulting, providing direction, Performance accountability	X	X

Members of Council			X			Providing information, seeking approval/direction	X	X
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Externally (e.g. suppliers, staff of other Municipalities, Government Agency, Local Businesses, General Public)

Legend: D – Daily, W – Weekly, M – Monthly, Q – Quarterly, A – Annually

TITLE OF PEOPLE CONTACTED	D	W	M	Q	A	PURPOSE	HOW	
							ORAL	WRITTEN
Other Municipalities/Government Agencies/Local Businesses	X					Supporting referred-in workload	X	X

ENVIRONMENTAL DEMANDS:

This position may have to serve several people at one time, and frequent interruptions may be common. The office environment may be busy and noisy, often dealing with several requests by others during short time intervals. The employee must be an excellent communicator and be able to manage various issues with Staff and Public. The position requires frequent use of the computer and other office equipment. This position also requires exposure to extreme weather conditions, heat, cold, rain, snow. Late night patrolling and driving in poor weather and road conditions are frequent in the winter. Evening meetings may be required; weekend work and overtime are to be expected. This position is required to participate in after-hours on-call duties. Hours of work: 40 hours per week

WORKING CONDITIONS:

This position is required to work regular full-time hours in an office environment as well as working outside. Additional work outside of normal working hours is required to complete patrolling, emergency work or special projects. After hours meeting attendance or travel may also be required.

SUPERVISORY/MANAGEMENT ACCOUNTABILITIES: Yes

THE ABOVE INFORMATION IS CORRECT AS APPROVED BY:

Departmental Manager

REVIEWED BY:

Human Resources

Incumbent