



Internal/External Job Posting Regular Full Time Non-Union Position Manager of Central Services

Date of posting: October 11, 2019

The Grand River Conservation Authority (GRCA) has an international reputation for excellence in managing the natural resources of the largest inland river system in southern Ontario. Encompassing approximately 6,800 square km, the Grand River watershed has a population of almost one million people in 39 municipalities and two First Nations. Designated as a Canadian Heritage River, the Grand River and its major tributaries boast many outstanding human heritage features and excellent recreational opportunities. The GRCA is committed to environmental protection by delivering services that ensure the well-being of the environment and its inhabitants.

General Accountabilities

Reporting to the Deputy CAO/ Secretary-Treasurer, the Manager of Central Services is responsible for leadership, planning and coordination of the Central Services including Motor Pool, Administration Centre and grounds, Forestry Operations including Burford Nursery, and Arboricultural Operations.

Specific Accountabilities

1. Participate on Management Committee contributing to the development of corporate strategic plans, goals and objectives, policies and annual budgets.
2. Establish strong working relationships and open collaboration with the Management team, the Central Services team, and all staff within the GRCA.
3. Provide guidance, direction, mentorship and support for the Supervisors and staff in Central Services, to ensure effective delivery of programs and employee development. Promote and practice the GRCA's values in all actions. Schedule and attend regular department meetings.
4. Prepare short and long term work plans, management plans and set priorities, goals and strategies to guide the development and management of the GRCA Central Services programs that align with the strategic objectives of the GRCA.
5. Work with other Managers to ensure major infrastructure needs, including maintenance and capital, are identified, prioritized and addressed as required for Conservation Areas, Nature Centres, Burford Nursery, Motor Pool and the Administration Centre. Ensure project support is provided to the Property department as required.
6. Responsible for the preparation of annual capital and operational budget submissions. Approves expenditures, monitors costs and ensures budgetary control for Central Services, as required. Provides budget estimates and forecast updates to Finance as required.
7. Responsible for project management of major infrastructure projects including: business case and budget development, procurement process, liaising with project consultants and other professionals, securing permits where required and administering contracts
8. Prepare and present reports to the General Membership with respect to Central Services programs and operations.
9. Promote a health and safety culture within Central Services by ensuring compliance with the Occupational Health and Safety Act, other applicable legislation, regulations, and GRCA policies and procedures. Conduct regular workplace inspections and audits to demonstrate due diligence.
10. Regularly evaluate programs, policies and decisions within the department to ensure continuous improvement and effective service delivery. Oversee the development of department policies and standard operating procedures as required.



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Technical Accountabilities

1. University degree in business administration, public administration, engineering or equivalent.
2. At least 10 years of relevant experience with a minimum of 6 years of management experience in a public sector organization.
3. Demonstrated organizational, leadership and team-building skills with experience managing staff in a unionized environment. Strong collaboration skills with employees in all areas of the organization, external agencies, other partners and third parties as applicable.
4. Strong strategic thinking skills in combination with strong research, analytical and problem solving abilities and demonstrated experience effectively preparing and managing budgets.
5. Excellent written communication skills with demonstrated ability to prepare correspondence, technical reports, board reports and other documents. Experience with proposal writing, policy development, procurement and contract administration.
6. Strong verbal communication skills with experience presenting information and making recommendations to boards, councils or committees. Demonstrated ability to communicate effectively with a broad range of stakeholders.
7. Proven ability to interact effectively with other senior managers and contribute significantly to the strategic decision-making process of a senior leadership team.
8. Current working knowledge of construction practices, contractor management, purchasing and tendering, forestry and fleet operations, pesticides and building management. Solid understanding of workplace legislation including but not limited to the Employment Standards Act, WSIA, Occupational Health and Safety Act, Ontario Human Rights Code, and AODA.
9. Proficient computer skills including, but not limited to, MS Office and GIS mapping software.
10. Valid driver's license and the ability to travel throughout the watershed.

Competencies and Abilities:

Professional Judgement – Demonstrated ability in the area of critical thinking, analysis and assessment of implications, making connections of underlying issues and the ownership of the outcome. Sound judgement resulting in fair, efficient and effective decision making, bringing clarity and resolution to complex and ambiguous situations. Ability to carry out skillful negotiations and interest based conflict resolution. Appropriately balances the needs and desires of various internal stakeholders. Ensures good value for money in all work performed by or on behalf of the GRCA.

Integrity/Ethics - Willingness to hold oneself and others accountable for acting in ways that are consistent with stated values, principles and professional standards. Maintaining impartiality, objectivity and fairness when dealing with employees, consultants, contractors, stakeholders and other agencies.

Goal /Action Oriented - Effective problem solving, collaboration, negotiation and facilitation skills. Develops department goals that align with and support the strategic plan and implements short and long range goals and objectives. Does not shy away from challenges and seldom gives up, especially in the face of resistance, setbacks or change. Seizes opportunities; takes initiative and is self-motivated. Organizes work, plans activities and sets priorities in a manner that meets competing needs and timely resolution of matters. Maintains high level of productivity and self-direction. Demonstrated experience in Project Management with the ability to work under pressure and handle multiple tasks simultaneously with changing or competing priorities. Achieving high standards of performance from others is important.



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Team Work – Interacts with people respectfully and effectively. Able and willing to share and receive information. The ability to gather facts and pertinent information to gain an understanding before drawing conclusions, taking actions or resolving conflict. Active listening and comprehension of verbal and non-verbal signals are required to enhance understanding. Demonstrated ability to build relationships and alliances with peers, agency and community partners, and staff. Demonstrated leadership skills and qualities, including the ability to attract, retain, develop and mentor staff. Proven track record of aligning staff with strategic goals through team building, coaching, mentoring and communicating. Exceptional internal communication skills are required for staff relations and working with other internal teams to achieve mutually beneficial outcomes.

Customer Focus – Dedicated to meeting the expectations and requirements of internal customers. Develops and maintains effective relationships and ensures good communications with other staff, external stakeholders, consultants, contractors and other agencies. Works in close collaboration with the Management Committee and keeps them apprised of relevant information and significant issues in a timely fashion. Demonstrated ability to build ongoing working relationships.

Approximate Start Date: November 2019

GRCA offers a comprehensive benefits package including health, dental, vision care, life and disability insurance; membership in the OMERS pension plan and a pass for free entry into GRCA conservation areas.

Salary range for this position is \$104,540 to \$127,189

Hours of work: 35 hours per week

To Apply: If you would like to be considered for this career opportunity, please send a resume and cover letter to careers@grandriver.ca in MS Word or PDF format and quote “Manager of Central Services” in the subject line.

Deadline for Applications: 4:00pm Thursday October 31, 2019

We thank you for your interest, however, only candidates under consideration will be contacted.

Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

Personal information collected in relation to the recruitment process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act and used solely to determine eligibility for employment with the Grand River Conservation Authority