



Municipality of West Elgin

Job Description

Title: Manager of Infrastructure & Development

General Supervisor: Chief Administrative Officer

Department: Administration

Positions Supervised: 5

Position Summary

The Manager of Infrastructure & Development is a key member of the Municipality's Senior Management Team, responsible for the development, recommendation, and administration of the departmental policies and procedures. Administers the delivery of the following services: roads maintenance, road and bridge capital projects, sidewalks, streetlights, utilities, storm water management, municipal drains, waste management, planning, development review, and inspection of municipal infrastructure projects.

The Manager of Infrastructure & Development plays a key role in strategic planning, budget management, procurement, and work planning. This position also oversees change management efforts and collaborates closely with internal and external stakeholders to foster mutually beneficial relationships. With a strong focus on public safety and community enhancement, the manager supports efficient operations and continuous improvement across projects and initiatives.

May delegate specific responsibilities to staff members, together with the necessary authority for their fulfilment, but may neither delegate nor relinquish overall responsibility for results.

Principle Responsibilities:

- Responsible for the effective management of the Infrastructure and Development Services Department. Provides engineering and development advice and expertise to Council, senior management, the general public, and the development industry regarding all development & planning-related issues, including project consultation and issue resolution on policy planning and development review matters.
- Provide strategic leadership in managing and optimizing municipal operations, including public works, environmental services, equipment/facility management, drainage, water/sewer services, municipal planning and building inspection.
- Manage all aspects of the municipality's public works department including operation and maintenance of roads, bridges, streetlights, sidewalks, and municipal gravel pits.
- Advise on, review, and implement all terms of the municipality's road maintenance agreement (RMA) with Elgin County.
- Provide contract management for curbside waste and recycling collection services.
- Oversee operation of the municipality's transfer station and landfill, including recycling programs and environmental compliance through annual monitoring and reporting procedures.
- Oversee contracts for water and wastewater treatment.

- Manage utilities functions including locates, installation and maintenance of water and sanitary connections, contract inspection and coordinating emergency response.
- Assist in the development and implementation of asset management as it pertains to routine maintenance, emergency repair, and lifecycle replacement of municipal vehicles, equipment, and buildings.
- Work closely with the drainage supervisor and select engineers to administer the municipal drain program as regulated under the Ontario Drainage Act.
- Oversee shared service agreement for building permits and inspection.
- Manage planning and development projects within the municipality, including contracted planning/engineering services, design review based on municipal guidelines, issuance of permits inspection services, and liaison with Staff, Council and Developers
- Identify, construct, and maintain key infrastructure needed to support current and future development within the municipality.
- Conducts regular inspections of road, water, wastewater, drainage, and waste management maintenance activities, investigates issues and ensures that maintenance work assigned to staff is carried out to desired quality levels that satisfy legislated and/or policy requirements.
- Align initiatives with the municipality's overall goals and objectives.
- Develop and manage budgets for all operation and capital needs.
- Plan short term and long-term operational needs, work assignments and deployment of staff.
- Monitor expenditures, identify cost-saving opportunities, and ensure fiscal responsibility.
- Ensure compliance with relevant regulations, policies, and standards governing municipal operations.
- Stay informed about changes in regulations and proactively address potential issues.
- Procure all raw materials and services for operational use and collaborate with departments for capital budget preparation.
- Update, monitor and support municipal maintenance contracts.
- Oversee work carried out by contractors and work closely with external agencies and other municipal departments.
- Address internal and external customers in a respectful, pro-active manner regarding service requests and dispute resolution.
- Develop, promote, and lead work plans to meet service levels and ensure public safety.
- Resolve escalated service requests and ensure corporate customer service timelines are met.
- Develop and use collaborative relationships to facilitate the accomplishment of goals, with internal departments, external stakeholders, as well as senior management and members of Council.
- Assist with development, training, and implementation of West Elgin's Emergency Management Program
- Ensure health and safety is a key priority at all levels within the organization.
- Performs other duties as assigned.

Department Administration

- Investigates and responds to calls, requests, and complaints from the public, Council, or other departments.

- Leads and motivates a diverse workforce, ensures effective teamwork, provides resolution to controversial labour relations issues, ensures high standards of work quality and organizational performance, continuous learning and encourages innovation in others.
- Maintains an effective and harmonious department, by hiring, guiding, training, supervising, and disciplining of department staff.
- Prepares and submits reports to Council, Committees in accordance with the manner and form prescribed
- Attends Regular, Special, Public, and other meetings of Council, Committees as required.
- Performs other related duties as assigned.

Working Relationship:

- **Council:** to provide advice and information and guidance on all engineering infrastructure and development matters.
- **Municipal Staff:** to provide effective guidance to the infrastructure and development department and other municipal departments as required.
- **General Public:** engage with the general public to exchange information, communicate decisions, inform them of municipal policies related to the Infrastructure and Development Department as well as engineering and planning services, and address complaints as needed; ensure positive and harmonious public relations at all times.

Supervision

- For all personnel holding authorized positions under the incumbent's direct supervision and subject to the HR Policies of the Municipality:
 - Selects and hires employees.
 - Appraises the performance and conduct of employees.
 - Schedules and/or grants sick and annual leave.
 - Encourages and assists in maintaining a high standard of morale.

Working Conditions

- Tight deadlines for completion of reports and submissions
- Regular work interruptions to handle enquiries.
- Dealing with and balancing a variety of demands from Council, staff, and the public.
- Occasional contact with unpleasant or irate people
- Usual hours of work are 40 hours per week. This position necessitates an extended schedule of evening work to work regular after-hour meetings and backlog. Some traveling required for meetings.

Preferred Qualifications:

- Bachelor's degree or college diploma in an engineering field, supplemented by workplace training leading to certification (e.g., Professional Engineers Association of Ontario).
- Proven experience in a leadership role overseeing municipal operations and planning/development functions.
- Minimum five (5) years of municipal experience.

- Strong understanding of public administration, local government functions, and community development.
- Excellent organizational, communication, and people skills.
- Demonstrated ability to lead and motivate teams to achieve strategic objectives.
- Budgetary management experience and financial acumen.
- Knowledge of relevant legislation and regulations governing municipal operations, environmental services, planning and emergency management.
- Experience and/or training in landfill operations.
- Advanced skills in Microsoft Office, GIS, AutoCAD with experience in Laserfiche Records Management software considered an asset.