



IDENTIFICATION

Department	Position Title	
Infrastructure	Regional Manager Highway Operations	
Position Number(s)	Community	Division/Region(s)
33-0106	Yellowknife	North Slave

PURPOSE OF THE POSITION

The Regional Manager Highway Operations is responsible for managing the Highway System in the North Slave Region in accordance with Federal and Territorial acts, regulations, policies and departmental standards and procedures to ensure the safe and reliable movement of people and goods is achieved.

SCOPE

This position is located in Yellowknife and reports to the Regional Superintendent of the North Slave. The incumbent manages the regional capital program and the Operations and Maintenance (O&M) programs of the public highway system in the North Slave region comprising 550 kilometers of all-weather road and 230 Km of winter roads with replacement values in excess of \$2 billion, serving 7 communities; to ensure the system is safe for the public's use and effectively maintained and repaired to maximize the serviceable life of the infrastructure. The Manager supervises operations in Yellowknife, Fort Providence and Behchokq through own force highway maintenance camps.

The Regional Manager Highway Operations delivers the operational and regional capital programs through a combination of own force staff, consultants and contracted companies with an annual operating budget of approximately \$7 million and capital projects valued at approximately \$2.5 million.

RESPONSIBILITIES

- 1. Manages the regional public highway maintenance program to ensure the long-term serviceability and safe operation of the system. The maintenance program is**

delivered by two subordinate highway maintenance supervisory positions, their staff and contracted services totaling as many as 60 persons.

- Exercises spending authority up to \$30,000 to initiate contracts and administers contract delivery to ensure compliance with contracted terms, schedules and specifications and inspects and approves completed work for progress claim payments.
- Sets priorities and objectives and supervises the completion of planned maintenance programs and activities by Department maintenance staff to ensure work is completed on schedule, on budget and in accordance with performance and engineering standards.
- Administers assigned budgets, forecasts and cash flows spending and manages day-to-day highway operations to ensure that effective administrative, financial and human resource programs are established and maintained in compliance with government policies and procedures.
- Completes work in conjunction with department objectives with respect to community involvement and develops new ways of doing business to strengthen communities and first nations groups while maintaining or improving public service levels.
- Implements departmental control, reporting and reconciliation processes for asset inventories.
- Implements and monitors the work place and public safety programs to ensure safe work practices to ensure staff and public safety is maintained.
- Monitors and manages the maintenance of all highway systems, physical plant, mobile assets and Departmental facilities in accordance with the principles of life cycle management and the highway & equipment maintenance management systems.
- Supervises and assesses staff performance, implements staff discipline and, identifies and implements staff training required to meet succession planning, as well as organizational effectiveness. Through liaison with Highways Headquarters, develops technical staff training programs and measurements of competencies.
- Provides input in the business planning process and development for Aboriginal and Community owned entities to assist in the development of a strong community based transportation related business presence.
- Reviews options and may design new processes and partnerships in order to effectively purchase supplies and services in the most economical manner. The position is tasked with creating short and long-term private and public partnerships to effectively develop economies of scale pursuant to procuring goods and services.

2. The Regional Manager Highway Operations coordinates and administers the regional capital program by planning the most effective manner of delivering the program in conjunction with and recognizing the integration necessary with long term operation and maintenance issues ensuring high standards and the best value from public funds.

- Using a combination of technical knowledge and experience inspects infrastructure to develop annual work plans and budgets for regional capital program needs.

Coordinates this information with Headquarters for inclusion in the capital planning process.

- Working in tandem with Highways Division Headquarters (HQ), plans the most effective way of developing contracts including the development of specifications for capital works projects to augment and meet highway maintenance objectives.
- Develops project/contract specifications, schedules, resource (human, equipment & material) requirements and cost estimates for implementation of the approved regional capital program.
- Provides effective input in the development of short-term and long-term forecasts for resource requirements, capital plans and operational plans to ensure financial, human and material resources are available to meet program goals and objectives.
- The position also requires that construction management be conducted in a political, socioeconomic and cross-cultural setting, in accordance with Government policies and directives that develop and encourage northern and local employment and business. This position is responsible to achieve agreement between independent contractors and the client Community / Department whom often enter the process with contrary agendas.
- Prepares job descriptions and participates in the staffing of personnel.
- Manages and Supervises Project Officers engaged in the regional capital program delivery function.

3. Represents the Department in consultative meetings, customer, client and community negotiations and discussions.

- Maintains open and on-going discussions with aboriginal organizations and governments, band councils and town councils to achieve program goals and to respond to any issues or concerns related to highway operations. The impact of these negotiations is both financial and social in nature.
- Maintains effective and co-operative working relationships within the communities in order to assist with the goal of increasing capacity in community and first nation's governments.
- Assists in the preparation of position papers, briefing notes, cabinet submissions, Ministerial correspondence, and makes presentations on major policy or program issues to ensure effective communication of regional or government positions related to the delivery of programs.
- Plans and prepares work plans and budget estimates for services provided to others for their approval and monitors the delivery of services.

WORKING CONDITIONS

Physical Demands

The physical effort is minimal with the majority of time spent in an office environment or driving the highway system to inspect the infrastructure, attend community and staff meetings.

Environmental Conditions

Work is generally performed in an office environment with frequent travel required to attend meetings and perform inspections. Most travel will be completed via the public highway system.

Sensory Demands

Work requires the use of a personal computer and extensive time driving a vehicle, which can cause eyestrain and strain to wrists, hands, neck and back

Mental Demands

Short periods of high mental effort and concentration are required frequently to deal with stressful staff discipline, labour relation issues and other management issues. Stress levels can be extreme during a highway emergency and when dealing with clients and public that are dissatisfied or angry. The incumbent is on call for emergencies and must be available to deal with frequent call outs.

KNOWLEDGE, SKILLS AND ABILITIES

- Powerful negotiating and conciliating skills to ensure the regions interests are protected and advanced when dealing with contractors, the public, employees, and other government departments.
- Thorough knowledge of highway maintenance tools, techniques and operations, to understand and recognize acceptable service performance and to ensure compliance with Federal and Territorial legislation, regulations, policies and generally accepted practices of operation and maintenance.
- Sophisticated Human Resource Management skills in order to effectively deal with the numerous issues that can arise with a large staff engaged in an often stressful environment.
- Project supervision and management skills as well as technical knowledge of civil engineering practices as it relates to highway maintenance and construction to enable the effective delivery of the maintenance and capital project programs
- Committed to longer-term staff coaching and training to develop and promote their growth and career within the department as well as those who the position is responsible for. The incumbent will have a philosophy that he/she will be able to clearly explain that will ensure the long-term viability of the organization they manage.
- Proven ability to act confidentially in challenging situations to accomplish tasks and select an effective approach to a task or problem, as in the instance of a highway emergency.
- Ability to lead and communicate a clear direction to staff and provide the incentive to ensure a buy in from the people managed, especially in the integration of new ways and methods of accomplishing goals.
- Strong conflict resolution and mediation skills are necessary to ensure the smooth operation of a large private and public workforce.
- Effective skills in listening, understanding and responding to better understand the underlying issues and ability to respond to people's concerns in a proactive manner.

- Ability to recognize stakeholder needs and develop effective two-way negotiations to develop a partnership approach to doing business
- Ability to analyze and evaluate complex issues and simplify these issues to offer a solution that everyone can understand.
- The ability to use a computer to operate software programs (word processing, spreadsheets, databases and electronic mail, internet, etc.) to monitor and control operational and financial activities and prepare a variety of financial and administrative plans, reports, recommendations and programs.

Typically, the above qualifications would be attained by:

A diploma in civil engineering technology from a recognized institution with 10 years of directly related experience in supervising highway construction projects or highway maintenance programs including 5 years in a staff supervisory/ managerial role.

The experience should reflect a progression with increasingly responsible roles. Or, an equivalent combination of education and experience to achieve technical and supervisory competencies will be considered.

The incumbent must have a Class 5 NWT Driver's License.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applies)

- French required (must identify required level below)
 Level required for this Designated Position is:
 ORAL EXPRESSION AND COMPREHENSION
 Basic (B) Intermediate (I) Advanced (A)
- READING COMPREHENSION:
 Basic (B) Intermediate (I) Advanced (A)
- WRITING SKILLS:
 Basic (B) Intermediate (I) Advanced (A)
- French preferred

Aboriginal language: Choose a language

- Required
- Preferred