



IDENTIFICATION

Department	Position Title	
Infrastructure	Regional Manager, Highway Operations	
Position Number	Community	Division/Region
33-106	Yellowknife	North Slave

PURPOSE OF THE POSITION

The Regional Manager, Highway Operations, is responsible for the overall management, operation, and maintenance of the highway system—including the winter road network—within the North Slave Region. The position ensures all highway infrastructure and related activities comply with applicable federal and territorial acts, regulations, policies, and departmental standards and procedures. Through effective leadership, planning, and oversight, the Manager ensures the safe, reliable, and efficient movement of people, goods, and services throughout the region.

SCOPE

This position is located in Yellowknife and reports to the Regional Superintendent, North Slave. The position is responsible for planning, coordinating, and delivering regional capital and operational projects, including complex infrastructure initiatives and seasonally constrained activities such as winter road construction and maintenance. The role oversees transportation infrastructure with a replacement value exceeding \$2 billion, serving seven communities, and ensures these assets are operated, maintained, and repaired in a safe, effective, and efficient manner to maximize their service life and meet public needs.

The position manages and provides oversight for the construction, rehabilitation, and ongoing maintenance of highways and winter roads, ensuring projects are delivered safely, efficiently, and in compliance with departmental standards and regulatory requirements.

The Regional Manager, Highway Operations is responsible for delivering regional operational and capital programs through a combination of own-force staff, consultants, and contracted service providers. The position manages an annual operating budget of approximately \$29 million and oversees capital projects valued at approximately \$2.5 million. The role provides



operational oversight of all project and program expenditures, ensuring accuracy, due diligence, and compliance with the *Financial Administration Act* and Financial Administration Manual.

The North Slave highway maintenance program is delivered through two Highway Maintenance Supervisors and their staff, with additional support from mechanical personnel, Project Officer, Regional Maintenance and Safety Officer, and contracted service providers. In total, this workforce may comprise up to 60 individuals. The Regional Manager, Highway Operations is responsible for the leadership, direction, and oversight of all these personnel and associated resources to ensure effective and efficient delivery of the highway maintenance program.

RESPONSIBILITIES

1. Provide strategic decision making in road maintenance, with a focus on long-term planning, prioritization, resource optimization, and alignment with departmental goals and regulatory requirements.

- Develops and updates multi-year road maintenance and rehabilitation plans using asset condition data, lifecycle analysis, and risk assessments.
- Establishes long-range investment needs, sets performance targets for chip seal and gravel road condition, safety, and service levels, and evaluates emerging technologies to modernize asset management practices.
- Uses engineering assessments, traffic volumes, safety data, and community needs to prioritize maintenance treatments.
- Guides decisions on the optimal mix of preventive, corrective, and emergency repairs to extend asset life and reduce long-term costs, and balances competing priorities across regions, road classes, and budget cycles.
- Advances departmental objectives by fostering meaningful community and Indigenous partnerships and implements innovative approaches that strengthen relationships while maintaining or enhancing public service levels.
- Implements departmental control, reporting, and reconciliation processes for asset inventories.
- Conducts thorough reviews of the Highway Maintenance Manual and delivers updated content and operational feedback to enhance highway maintenance practices when required.
- Provides strategic leadership and oversight for the Department's Occupational Health and Safety (OHS) program at highway maintenance worksites, ensuring a strong safety culture and the protection of both staff and the public.
- Manages and monitors the maintenance of all highway systems, mobile assets, and small capital facilities, ensuring compliance with lifecycle management practices and maintenance management systems.



- Collaborates with Fleet Services and serves as a member of the Equipment Acquisition Committee to assess operational requirements, develop equipment specifications, and support the procurement of light- and heavy-duty fleet required for highway maintenance activities. This includes applying strategic analysis to balance regional priorities within a shared budget and maintaining comprehensive knowledge of current fleet condition, utilization trends, and lifecycle considerations to inform evidence-based decision-making.
- Provides input into business planning and development for Indigenous and community-owned entities to support the growth of a strong community-based transportation business sector.
- Reviews procurement options and designs new processes and partnerships, where appropriate, to acquire supplies and services in the most economical manner. The position creates and maintains short- and long-term private and public partnerships to achieve economies of scale and improve the procurement of goods and services.

2. Provide strategic leadership and oversight for the regional highway capital program by directing the planning, prioritization, and delivery of complex infrastructure projects. This role ensures full integration with long-term operational and maintenance requirements, manages significant public resources with a focus on risk mitigation and lifecycle optimization, and upholds high-performance standards to achieve maximum value and sustainability from public funds.

- Uses a combination of technical knowledge and experience to inspect infrastructure, develop annual work plans and budgets for regional capital program needs, and coordinates this information with Headquarters for inclusion in the capital planning process.
- Works in tandem with Transportation division to plan the most effective contracting approaches, including the development of specifications for capital works projects that support and advance highway maintenance objectives.
- Develops project and contract specifications, schedules, resource requirements (human, equipment, and materials), and cost estimates for the implementation of the approved regional capital program.
- Provides effective input into the development of short- and long-term forecasts for resource requirements, capital plans, and operational plans to ensure financial, human, and material resources are available to achieve program goals and objectives.
- Conducts construction management within a political, socioeconomic, and cross-cultural environment in accordance with Government policies and directives that promote northern and local employment and business development. The position



facilitates agreement between independent contractors and client communities or departments that may enter the process with differing priorities and objectives.

- Manages and supervises one Project Officer engaged in the delivery of the regional capital program.

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

- Maintains ongoing discussions with Indigenous governments, band councils, and municipal councils to achieve program goals and address issues related to highway operations.
- The impact of these discussions 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 Indigenous governments.
- Assists in the preparation of position papers, briefing notes, Executive Council 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.
- Serves as the alternate member for the Superintendent on the Regional Emergency Management Organization, providing support in emergency planning, coordination, and response activities as required.

4. Audit supplier and contract payments, advance payments, travel authorizations, and expense claims in accordance with the Financial Administration Manual (FAM) and contract terms, and prepare accurate financial reporting to support compliance, accountability, and informed decision-making.

- Ensures all payments are processed in accordance with applicable legislation, regulations, directives, and departmental policies.
- Reviews and analyzes contractor invoices, contract payment requests, and final completion certificates for completeness, accuracy, and compliance with contractual terms, including verification of hourly rates and conditions before approving in SAM.
- Maintains open order files for contracts, purchase requisitions, and agreements.
- Verifies travel claims for completeness and accuracy.
- Exercises spending up to \$100,000 to initiate contracts, administer contract delivery, ensure compliance with terms, schedules, and specifications, and inspect and approve completed work for progress payment claims.



- Administers assigned budgets, forecasts expenditures and cash flow, and manages day-to-day highway operations to ensure effective administrative, financial, and human resource practices in compliance with government policies and procedures.
- Provides data and reports to the Regional Finance Manager to assist in the preparation of monthly variance as and when requested.
- Manages contract administration processes within the Region.
- Ensures that accounts payable processes initiated in the Region are managed in accordance with government legislation, policy, directives and contract conditions.

5. Provide leadership in human resources management, including performance coaching, workload planning, recruitment support, and employee development.

- Ensures staff receives regular feedback, clear expectations, and opportunities for growth, while fostering a respectful, inclusive, and safe workplace.
- Supervises and evaluates staff performance, administers discipline in accordance with GNWT policies, and identifies and coordinates training and development initiatives to support succession planning and overall organizational effectiveness.
- Ensures all staff receive and maintain required safety training and qualifications in accordance with GNWT Occupational Health and Safety Regulations, including full compliance with the Department's Code of Practice for Powered Mobile Equipment.
- Develops job descriptions and participates in all stages of the staffing process in accordance with GNWT human resource policies and procedures.
- Formats job offers letters and completes staffing documents required for signatures and approvals.

6. Manage the mechanical support functions, ensuring mobile equipment is maintained efficiently so it may perform to its originally designed capability and to ensure parts and materials are supplied in a timely and efficient manner.

- Sets priorities and objectives for completion of planned activities by mechanical staff and in accordance with performance and engineering standards.
- Implements and monitors the workplace and public safety programs to ensure safe work practices to ensure staff and public safety is maintained.
- Liaises with Fleet Manager to determine equipment maintenance, replacement, and, refurbishing needs.



WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

Position works outdoors in a range of extreme environmental conditions, including very high and low temperatures, heavy snowfall, and periods of reduced air quality caused by wildfire smoke. This work typically occurs 2–3 times per week for durations ranging from 4 to 8 hours.

Sensory Demands

Role requires prolonged vehicle operation, which may result in visual fatigue.

Mental Demands

The incumbent must be able to respond to urgent operational matters as they arise, which may occasionally require engagement outside of standard business hours

The position is occasionally exposed to traumatic highway accident scenes, including incidents involving serious injuries or fatalities. Responding to and assisting law enforcement in these situations can create considerable mental and emotional stress.

This position is designated as part of the organization's Operational Requirement framework, which includes Essential and Critical Staff roles to ensure highway maintenance and safety.

KNOWLEDGE, SKILLS AND ABILITIES

- Project supervision, negotiation and management skills.
- Ability to effectively resolve issues and maintain productive relationships with contractors, the public, employees, and government partners.
- Knowledge of highway maintenance tools, techniques and operations.
- Ability 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.
- Human resource management skills.
- Knowledge of civil engineering practices related to highway maintenance and construction.
- Ability to coach, train and develop staff.
- 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 in a clear direction to staff.
- Skilled in conflict resolution, labour-relations and strategic mediation.
- 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.).
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A diploma in civil engineering technology with 5 years of related experience in supervising highway construction projects or highway maintenance programs including 1 year in a supervisory or managerial role.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

A Class 5 NWT Driver's License.

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 applicable)

- ☐ 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

Indigenous language: Select language

- ☐ Required
- ☐ Preferred