**JOB TITLE:** Manager, Parks Operations

**DEPARTMENT:** Community Services

**POSTING NUMBER:** 106058

**NUMBER OF POSITIONS:** 1

**JOB STATUS & DURATION:** Full Time Permanent

**HOURS OF WORK:** 35 hour workweek

**LOCATION:** Williams Parkway Operations Centre in the interim (location may change in the future)

**SALARY GRADE:** 8

**HIRING SALARY RANGE:** $125,264.00 - $140,922.00 per annum

**MAXIMUM OF SALARY RANGE:** $156,580.00 per annum

**JOB TYPE:** Management and Administration

**POSTING DATE:** April 22, 2024

**CLOSING DATE:** May 3, 2024

**AREA OF RESPONSIBILITY:**

Under the direction of the Director, Parks, Maintenance & Forestry, this role provides leadership in the development and management of the City’s Parks operations team. This portfolio consists of District Maintenance, Urban Forestry and Horticulture Sections various, contracted services and related technical services. Responsible for the management of work activity standards and quality control within the administration of all Park Operations team. Provides budget/business planning, human resources functions, staff performance and training, and quality assurance activities supporting the departmental mission, vision, and service plan.

**Staff Management and Development.** Managing and monitoring daily operations and activities of Parks Maintenance by closely interacting with staff to ensure service levels are being met. Provide direct management to the Park Maintenance Administration section and indirect leadership to all staff within the division. Provide coaching for improved performance management. Ability to foster engagement and contribute to the building of consensus to achieve Strategic Plan goals and objectives. Ability to work collaboratively within a team environment to achieve goals and objectives while respecting diverse cultural backgrounds and perspectives. Ensure staff’s development needs are identified and that training and development opportunities are presented. Participate in recruitment and selection of staff to meet service plan goals and objectives. Monitor policies, procedures, and standards to adhere to applicable legal regulations and City of Brampton standards, i.e. Health and Safety. Ensures that federal, provincial, and municipal legislative requirements are adhered to including the Occupational Health and Safety Act and all other applicable Acts. Work with management in strategic planning to plan for short and long-term business plans, through research, analysis, and monitoring of relevant factors such as technological and organizational resources. Actively participate in the management and processing of staff labour relation issues up to and including arbitration. Maintain knowledge of collective agreements, City policies and practices, legislation, regulations, and Standard Operating Procedures (SOPs). Demonstrate corporate values at all times.

**Customer Service.** Responsible for ensuring quality service to users, maintaining the City’s image, and certifying that facilities and programs are profiled in a positive manner. Investigate and resolve escalated customer complaints and concerns, ensuring they are addressed in a timely and professional manner. Utilizing a business oriented and team-based approach, sets out broad goals and objectives according to corporate and departmental strategic plans. Ensure resources are available to meet service plan levels. Responds directly to customer concerns. Provide guidance, advice, counselling as required to resolve escalated customer concerns through effective investigation, mediation, and conflict resolution.

**Budgeting & Financial Accountability.** Oversee and be accountable for the operating and capital budget for all the reporting sections which include District maintenance, Urban Forestry and Horticulture. Manage the planning, preparation, execution and reporting of operating and capital budgets within prescribed timelines. Prepare regular financial reports. Approval, presentation, and overall responsibility for budgeting, expenditure, and revenue tracking for the work group. Responsible for the delivery of services including in-house and contracted park Operations programs, program planning, support asset management and specialized services/projects for external and internal customers. Responsible for procurement of goods and services required for implementation of projects and programs in accordance with corporate policies and procedures. Provide technical and administrative support in the development and supervision of contracts and tender documents. Ensure compliance of approved contract specifications for various contract services. Analyze operational performance of all parks operations, including indicators and measures of management effort and outcomes, and provides recommendations to improve operational efficiencies.

**Liaise with Stakeholders.** Deal directly with other levels of government, external consultants, external consultants, Peel Regional Police, and various organizations to ensure and maintain open communication and dialogue regarding the City’s parks and their operation. Represent the section at internal and external meetings. Collaborate with other members of the division’s Management Team to ensure cross-city consistency and operational efficiencies.

**Quality Assurance.** Ensure maintenance schedules and contracts are in place and upheld to ensure City parks and their facilities are safe and usage is optimized. Prioritizes projects within the infrastructure framework to ensure that the needs of internal and external stakeholders are met through proper use of manpower and materials, and selection of equipment. Identifies areas for improvement and initiates research, development, and implementation activities to ensure cost efficiencies while maintaining customer service. Establish and maintain systems and procedures for preventative maintenance, equipment care, energy management, security, and asset management, housekeeping, and quality assurance.

**Research & Reporting.** Research information and prepare various reports for City Council, Committees of Council, Commissioner of Community Services, Director of Parks, Maintenance & Forestry, and inter-departmental committees. Serve as a resource in the preparation of management proposals for collective bargaining negotiations on behalf of the Parks Division and assist in the presentation of proposals during negotiations. Awareness of asset maintenance and how to service effectively, i.e. types of equipment required to maintain assets, accessibility issues. Identifies areas for improvement and initiates research, development, and implementation activities to ensure cost efficiencies while maintaining customer service. Provide recommendations on specifications, Parks policies, Parks requirements and other areas to ensure safety, service quality, cost effective and timely delivery of services and appropriate legislative compliance. Comprehensive knowledge of park open space, sports field, construction, and appurtenances. Direct and perform industry related research to keep apprised of current industry standards and practices to ensure a sound commitment to continuous improvement of operational processes and the use of environmental practices and protection.

**SELECTION CRITERIA:**

**EDUCATION:**

* Post-secondary Degree/Diploma in Landscape Architecture or Technology, Horticulture, Urban Forestry, or equivalent industry experience with previous senior level municipal experience deemed equivalent.

**REQUIRED EXPERIENCE:**

* Minimum five to seven (5-7) years experience in Park Maintenance, Urban Forestry, Horticulture, or a related field. Municipal experience in both public and unionized environment would be an asset.
* Minimum five to seven (5-7) years management experience. Experience managing a large, multidisciplinary team of unionized staff an asset.

**OTHER SKILLS AND ASSETS:**

* Thorough knowledge of Municipal, Regional, Provincial and Federal Governments and applicable Legislations is an asset.
* Knowledge of Ministry of Transportation, Ministry of Environment and Ministry of Labour requirements
* Knowledge of Federal and Provincial workplace related legislation and regulations (i.e. Occupational Health & Safety Act).
* Experience with managing labour and employee relations
* Demonstrated ability to lead, motivate, coach, and coordinate related activities of staff and contracted service providers.
* Solid Customer Service and People Management skills; Interface with internal and external key stakeholders, government agencies, vendors, and consultants
* Solid Negotiation skills to negotiate with key stakeholders, vendors, and consultants to ensure optimal resources are in place to meet project and operational deliverables.
* Exceptional verbal and written communication and interpersonal skills with an emphasis on customer service and ability to work with a diverse group of stakeholders.
* Solid Organizational skills: Detail oriented, well organized, and able to prioritize complex tasks with critical deadlines.
* Knowledge and application of contract administration, project management and annual budgeting.
* Solid Analytical skills for complex problem solving.
* Proficiency with MS Office Suite, PeopleSoft, Infor, and related software.

*\*\*Various tests and/or exams may be administered as part of the selection criteria.*

**Interview:** Our recruitment process may be completed with video conference technology.

As part of the corporation’s Modernizing Job Evaluation project, this position will undergo an evaluation which may result in a change to the rate of compensation. Any changes affecting this position will be communicated as information becomes available.

If this opportunity matches your interest and experience, please apply online at: www.brampton.ca/employment quoting **reference #106058 by May 3, 2024** and complete the attached questionnaire. We thank all applicants; however, only those selected for an interview will be contacted. The successful candidate(s) will be required, as a condition of employment, to execute a written employment agreement. A criminal record search will be required of the successful candidate to verify the absence of a criminal record for which a pardon has not been granted.

As part of the application process, applicants will be invited to complete a self-identification survey. The survey is voluntary. Participation in the survey will have no impact on hiring decisions. Should you wish to opt out of completing the survey, please select “prefer not to answer” as a response to each question. All information collected is confidential and will not be shared with the hiring manager. The surveys will be anonymized and will be kept separate from applicant or employee files, such that the individuals who completed the surveys will not be identifiable. The results of the survey will assist in the analysis of disaggregated metrics for organizational planning purposes and our commitment to advance and foster diversity, equity, and inclusion. The City may use anonymized data to produce aggregate reports for internal or external use.

Please be advised, the City of Brampton uses email to communicate with their applicants for open job competitions. It is the applicant’s responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence via email (i.e. testing bookings, interview dates), it is imperative that applicants check their email regularly. If we do not hear back from applicants, we will assume that you are no longer interested in the Job Competition and your application will be removed from the Competition.

If you would like to request content in an alternate format, please contact the Accessibility office by submitting a new

[Alternate Format Request.](https://www1.brampton.ca/EN/City-Hall/accessibility/pages/alternate-format-request.aspx)

*The City is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accommodations at any point during the application and hiring process, please contact TalentAcquisition@brampton.ca or 905.874.2150 with your accommodation needs, quoting the job opening ID#, job title. Any information received relating to accommodation will be addressed confidentially.*