

## **ROLE SUMMARY**

As part of the Parks Division management team, the Manager is responsible for all aspects of parks operations relating to Horticulture, and Maintenance. This includes horticulture and park maintenance programs and the management of the many parks and trails within the park system. It involves the direct supervision of the Supervisors in the section, as well as indirect supervision for all maintenance and horticulture staff. It will include a variety of consulting specialists or contractors.

The Manager is responsible for the development and management of the divisions' capital and operating budgets, equipment and staff resources. The Manager is responsible for all aspects of internal/external liaison functions and community engagement processes for the work of the division. The incumbent works within a diverse, complex and dynamic environment and a constantly changing workplace. The Manager ensures the necessary liaison within the Department and with public agencies, consultants, developers, other civic departments, and community representatives and directs the preparation of appropriate responses to Council and public regarding park maintenance, and horticultural. Performs other related duties as required.

## **QUALIFICATIONS**

- Diploma or University degree in Horticulture, Park Management, or other parks related field.
- Six years of progressive related experience in parks operations and management, including three years experience in supervision and project management.
- An equivalent combination of education and experience may be considered.
- Considerable knowledge of materials, methods, tools, equipment and practices relevant to parks operations.
- Thorough working knowledge of occupational health and safety standards and practices, preferably in the public sector.
- Professional knowledge and experience in project management, financial management, budget preparations, and accounting processes.
- Knowledge of computers, word processing, database, spreadsheet and parks operations/facility management applications.
- Proven ability to effectively resolve conflict and negotiate with individuals or groups having competing interests to gain consensus and create mutually acceptable solutions.
- Understanding of HR practices related to personnel management including discipline, attendance management, workplace injury management, recognition, coaching, and mentoring.
- Understanding of collective agreements and labour/management practices.
- Ability to write clear, concise, and complete reports.
- Demonstrated knowledge of policy development and implementation processes.
- Knowledge of municipal policies, bylaws, provincial and federal regulations as they apply to the working environment of parks operations.
- Possession of a valid B.C. Class 5 Driver's License and a personal vehicle that meets the requirements described in the Transportation policy, available for use as and when required.

## MAJOR ACCOUNTABILITIES

### Advice & Support

- Provides expert advice on park operations, initiatives, programs, standards and policies.
- Makes recommendations to assist with implementation of the District's strategic objectives.
- Keeps the Senior Manager of Parks apprised of operational developments that relate to the interests of the District.
- Serves as a key member of the Division's management team; assists in setting and monitoring policies, and participates in overall short and long range planning.
- Confirms project definition with other managers; ensures utilization of appropriate expertise for design, cost estimates, inspection and quality control.

### Leadership of Staff

- Supervises the activities of all Section personnel directly or by delegation.
- Plans, organizes and supervises the activities of the Section and coordinates these activities with other groups and departments to ensure the safe, effective and cost efficient discharge of responsibilities.
- Ensures the effective operation of the Section by providing for interviewing, selecting, and training of staff.
- Prepares annual performance reviews, counsels, coaches and when necessary disciplines employees.
- Maintains performance standards; conducts individual performance assessments in conjunction with the employee development program.
- Models effective public participation and relationship building with community stakeholders.
- Establishes long and short term goals and priorities.
- Builds strong, open and collaborative working relationships characterized by mutual respect with superiors, peers and subordinates.

### Division Operations

- Establishes work programs and sets priorities relevant to Division, Department and District objectives.
- Plans, organizes and directs the activities of the section.
- Approves requisitions, expenditures, and other transactions within the limits of authority.
- Leads, researches, prepares, writes and presents a broad range of plans, reports and studies.
- Implements best management practices related to park management and maintenance technologies to enhance parks infrastructure and natural assets, with a strong focus on the urban forest, natural areas, horticulture and park outdoor recreation facility maintenance.
- Collaborates closely with the Parks section managers to develop and implement internally and externally initiated park projects and programs.
- Liaises with other departments, senior government personnel, private sector developers, consultants, and the general public, for a variety of reasons.

- Prepares, manages and regularly monitors annual operating and related capital budgets, including quarterly reports, performance reports, bi-weekly work schedules and annual work schedules.
- Oversees the implementation of the District's health and safety program within the Division in accordance with the organization's strategic goals and legal requirements.
- Ensures District policies and standards are consistently applied and adhered to by the Division.
- Builds relationships and ensures collaboration with other Departments re: Division initiatives that may have multi-Departmental involvement.

## **COMPETENCIES**

### **Adaptability**

- Is flexible in a changing work environment

### **Relationship Building**

- Establishes and maintains respectful and cooperative working relationships

### **Effective Communications**

- Communicates effectively with others

### **Problem Solving**

- Recognizes and acts to resolve problems

### **Customer Focus**

- Provides excellent service to both internal and external customers

### **Strategic Agility**

- Anticipates future needs, opportunities, and consequences
- Uses a proactive approach to take action and achieve desired outcomes

### **Innovation**

- Strives for innovation in the workplace
- Champions new ideas and creative solutions

### **Change Management**

- Actively promotes appropriate change as a necessary business function
- Leads people through transition and change

### **Collaboration**

- Initiates and fosters a spirit of cooperation to achieve corporate goals using a consultative approach

### **Supporting Employees**

- Empowers employees to contribute to organizational success

### **Personal Insight & Impact**

- Shows awareness of self and impact on others
- Works to improve own personal performance