

# Job Description

## Municipal Services Supervisor

## **PURPOSE OF THE POSITION**

(The main reason for the position, in what context and what is the overall end result)

The Municipal Services Supervisor is responsible for the management, administration and delivery of all municipal works programs and services in order to ensure that residents receive effective and appropriate services.

## **SCOPE**

(The way that the position contributes to and impacts on the organization)

Reporting to the Senior Administrative Officer, the Municipal Services Supervisor will oversee all municipal works operations of the Hamlet. The Municipal Services Supervisor will ensure that all operations are conducted in a respectful and responsible way, ensuring that all decisions and actions comply with the relevant legislation, policies and procedures.

The Municipal Services Supervisor is responsible delivery of programs in the areas of water and sanitation, road maintenance and repair and building and vehicle maintenance. He/she must supervise and lead municipal services staff in an effective and sensitive manner and ensure the level of morale is maintained. He/she must also respond to concerns and complaints of residents in a positive and courteous manner.

Failure to provide adequate services may result in lost or misused revenues for the Hamlet, poor morale among Hamlet staff, inadequate services for town residents and a loss of credibility for the Mayor, Council and the Hamlet as a whole.

The delivery of municipal services is vital to the safety and health of the community. Failure to provide adequate services will jeopardize the health of the community. Failure to deal with residents and the public in a courteous and respectful manner will lead to additional problems and complaints raised about the Hamlet and municipal services.

## **RESPONSIBILITIES**

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Manage water and sanitation systems in order to ensure the availability of a clean community water supply and the proper disposal of waste and sewage

### Main Activities

- Manage operations at the water treatment plant
- Test and maintain water quality standards
- Supervise the delivery of water to residents, businesses and facilities
- Manage the sanitation and sewage collection and disposal system
- Ensure standards and disposal procedures are followed
- Manage the solid waste management system
- Conduct regular inspections of water and sanitation systems

2. Manage municipal services in the areas of transportation and building maintenance

### Main Activities

- Perform inspections of roads, bridges and drainage systems
- Supervise the road/highway maintenance program including snow removal and road maintenance and repair
- Supervise and monitor the dust suppression program and road signs
- Conduct inspections of public buildings
- Make emergency repairs and coordinate repairs to buildings
- Ensure vehicles and equipment are maintained

3. Supervise Municipal Services Staff in order to ensure a positive and healthy work environment

### Main Activities

- Evaluate, train and develop staff
- Provide leadership, guidance and counseling to staff
- Promote staff morale
- Assign tasks and ensure schedules are maintained
- Adjust tasks to meet staff capabilities
- Recognize and deal with language problems
- Provide opportunities for training
- Ensure work place safety is practiced
- Supervise staff and delegate responsibilities
- Take corrective action when required

4. Maintain the general administration of the Municipal Services Department

Main Activities

- Assist with planning
- Prepare plans for short terms projects
- Manage applicable projects
- Keep a daily log
- Track data using the On Tap Computer Program
- Prepare activity and work order reports
- Recommend the purchase of goods and equipment
- Provide reports to government agencies, departments and other organizations as required
- Ensure records are maintained

5. Perform other related duties as required

## **KNOWLEDGE, SKILLS AND ABILITIES**

(The knowledge, skills and attitudes required for satisfactory job performance)

### **Knowledge**

The incumbent must have proficient knowledge in the following areas:

- ✓ municipal services program administration
- ✓ water and sanitation systems management
- ✓ water sampling and testing techniques
- ✓ inspection procedures
- ✓ road maintenance and repair
- ✓ building maintenance
- ✓ basic knowledge of mechanical, plumbing, heating and electrical systems
- ✓ basic knowledge of heavy equipment operation
- ✓ applicable bylaws and procedures

### **Skills**

The incumbent must demonstrate the following skills:

- ✓ team leadership and management skills
- ✓ supervisory and human resource management skills
- ✓ client service skills
- ✓ contract management skills
- ✓ analytical and problem solving skills
- ✓ decision making skills
- ✓ negotiations skills
- ✓ literacy skills including the ability to read manuals
- ✓ effective verbal and listening communications skills
- ✓ computer skills including the ability to operate the On Tap Program
- ✓ effective public relations and public speaking skills
- ✓ stress management skills
- ✓ time management skills

**Personal Attributes**

The incumbent must also demonstrate the following personal attributes:

- ✓ maintain standards of conduct
- ✓ be respectful
- ✓ possess cultural awareness and sensitivity
- ✓ be flexible
- ✓ demonstrate a dedication to the position and the community
- ✓ demonstrate sound work ethics
- ✓ be consistent and fair

The Finance and Administration Officer must act in a manner that is appropriate to a Hamlet employee. He/she must also be able to operate effectively in a highly political environment.

The incumbent must possess a valid NWT Driver's License appropriate to the class of vehicle being operated.

## **WORKING CONDITIONS**

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

### **Physical Demands**

(The nature of physical effort leading to physical fatigue)

The Municipal Services Supervisor has a physically strenuous and demanding job. He/she will be lifting, pulling and managing heavy equipment and objects. The Supervisor will have to work in all weather, and must be prepared for both extreme heat and cold. As the Supervisor is handling potentially dangerous materials he/she must ensure that all activities are completed in a safe and efficient way to eliminate the possibility of contamination and infection of themselves or others.

### **Environmental Conditions**

(The nature of adverse environmental conditions affecting the incumbent)

The Municipal Services Supervisor must work outside in all different weather conditions including extreme cold and extreme heat. The Municipal Services Supervisor is constantly exposed to unpleasant sights and smells. He/she may at times be exposed to dangerous and/or toxic substances and must take necessary precautions to protect eyes, nose and skin from irritation and infection.

### **Sensory Demands**

(The nature of demands on the incumbent's senses)

The Municipal Services Supervisor is constantly exposed to unpleasant sights and smells. He/she may at times be exposed to dangerous and/or toxic substances and must take necessary precautions to protect eyes, nose and skin from irritation and infection.

### **Mental Demands**

(Conditions that may lead to mental or emotional fatigue)

The Municipal Services Supervisor must work independently and is expected to maintain a schedule of delivery, collection and disposal. Any problems or inconveniences may result in increased stress to complete tasks in a limited time. Stress is caused by the requirement to supervisor and direct others. The Supervisor must be sensitive to the culture of employees and residents.

