



**TOWN OF CRESTON
DIRECTOR OF INFRASTRUCTURE SERVICES
JOB DESCRIPTION**



Job Title: DIRECTOR OF INFRASTRUCTURE SERVICES	Department: PUBLIC WORKS	Division: INFRASTRUCTURE SERVICES
Classification: EXEMPT	Supervisor's Title: CHIEF ADMINISTRATIVE OFFICER	Date: FEBRUARY 2025

JOB SUMMARY

The Director of Infrastructure Services is a vital member of the senior management team, overseeing multiple municipal departments. This role provides oversight and strategic leadership for the Public Works, Engineering, and Water and Sewer Utilities departments. These key departments ensure the delivery of essential municipal services to residents, including the operation and maintenance of roadways, parks, sidewalks, trails, facilities, solid waste and recycling collection, cemeteries, storm water drainage, and drinking water and sewer systems, all in alignment with Council's strategic priorities and established service levels. Key responsibilities include the management of staff, external contracts, developing and administering maintenance programs, and the preparation and monitoring of the annual department budget that reflects the long-term asset management plan and fleet management for the Town of Creston.

IMMEDIATE SUPERVISOR

Chief Administrative Officer (CAO).

JOB RESPONSIBILITIES

1. Directs, monitors and oversees the daily activities of the Infrastructure Services Department. This includes planning to meet department objectives, taking leadership roles in department reviews, performing general administrative duties, and monitoring safety, regulatory and municipal policy compliance.
2. Plans, prioritizes and ensures the implementation of Public Works and Wastewater maintenance and construction programs, including, but not limited to:
 - Evaluating and responding to operational challenges and seeking opportunities for improvement;
 - Preparing tenders and contracts for various activities related to Infrastructure Services;
 - Knowledge and understanding of all ongoing projects, contracts and work being implemented by the department in order to respond to inquiries in a timely manner;
 - Ensuring that staff scheduling meets operational objectives including coverage for snow removal, street sweeping and infrastructure repairs which may require afternoon, weekend and evening staffing; and,



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- Directing municipal staff and external contractors in meeting Council objectives as they pertain to Infrastructure Services.
3. Oversees engineering recommendations and advice to Council as developed by Engineering department staff or external contractors, including, but not limited to:
- Ensuring that there are applied design standards and providing comment on various development submissions to the Municipality;
 - Leading and monitoring construction progress and activities; and,
 - Reviewing, evaluating and researching repair and maintenance alternatives and makes recommendations on infrastructure asset management.
4. Develop, implement and monitor departmental plans, goals, and objectives to support achievement of Council's strategic priorities.
5. Effectively manages staff within Infrastructure Services, including but not limited to:
- Preparing and conducting performance evaluations and employee discipline consistent with municipal policies and procedures;
 - Providing effective and regular feedback to employees as part of ongoing performance management of staff;
 - Ensure employee safety and related training is undertaken. Work with the Joint Occupational Health & Safety Committee and cultivate a work environment committed to the health, safety, and wellness of all employees.
 - Regularly schedule and attend staff meetings for Infrastructure Services to provide updates on municipal activities, policy development or changes, and operational priorities; and,
 - Ensuring staff are appropriately trained to meet operational needs, occupational health and safety regulations and for personal/career development.
6. Ensures Municipality's compliance with applicable Federal and Provincial legislation, regulations and policies, including, but not limited to:
- Employee occupational health and safety;
 - Licencing and certification of employees for specific work;
 - Inspections and maintenance of equipment, vehicles, facilities and land;
 - Collection and treatment of wastewater systems;
 - Operation, treatment and distribution of drinking water systems; and,
 - Compliance requirements for outdoor spaces and cemeteries (including insurance provisions).
7. Responds to inquiries and investigates complaints appropriately and in a timely manner from the public and other public agencies. Required to participate in the development and implementation of public service standards as related to Infrastructure Services.



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8. Preparation and monitoring of an annual budget that reflects the long-term asset management, fleet management (including purchasing and maintenance), operating activities and capital programs. Proactive monitoring of available grants, subsidies, and other forms of funding and ensures eligibility, scheduling/timing and implementation requirements are fulfilled.
9. Works with Engineering department and other department staff to review drawings and construction work developed either internally or externally. Responsible for or the coordination of appropriate site inspections on all infrastructure work.
10. Attends Council and Committee of the Whole Meetings as required.
11. In the event of an Emergency Operations Centre (EOC) activation, may be assigned duties within the EOC.
12. Performs other related duties as assigned.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

1. Change Management – Able to identify, implement, and communicate organizational changes successfully to relevant partners.
2. Continuous Improvement – Strives to improve job responsibilities through developing skills and increasing knowledge.
3. Leadership – Works well with a wide range of individuals to provide support, coaching, encouragement and direction. Manages public issues and complaints in a responsible and respectful manner.
4. Strategic Thinking – Has a clear understanding of the Town of Creston's vision, mission, values, and objectives, and how those align with Council's strategic direction and its long-term plans and growth.
5. Possess good interpersonal and effective communications skills including ability to respectfully engage and inform Council, public, and business community members in discussions regarding Infrastructure Services and operations.
6. Demonstrated project management ability.
7. Excellent understanding of municipal infrastructure and maintenance requirements and working knowledge of asset management best practices.
8. Ability to clearly present written and verbal information; writes with clarity and purpose; communicates effectively in both positive and challenging circumstances.



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JOB REQUIRED QUALIFICATIONS

1. Minimum of five (5) years of progressive experience in a management role, directly supervising Public Works staff in a municipal setting. Experience supervising personnel within a unionized environment would be considered an asset.
2. Post-secondary education in a related field or a combination of education, training and work experience.
3. Comprehensive understanding of Provincial policies and legislation related to municipal government and the specific areas of responsibility.
4. Must have knowledge of all aspects of municipal operations including roads, building, parks maintenance, fleet, sanitary sewer collection and treatment and drinking water treatment and distribution.
5. Possession of a valid driver's license (BC Class 5 minimum) with a satisfactory driver's abstract.
6. Ability to provide satisfactory police information check.

PREFERRED QUALIFICATIONS

1. Post-secondary degree in Civil Engineering or a Diploma as an Applied Science Technologist (Civil) with applicable professional designation (P.Eng. or A.Sc.T.); or an equivalent combination of education and experience.
2. Level 2 Certification from the Environmental Operators Certification Program (EOCP) in all four major classifications would be considered an asset.

GENERAL WORK EXPECTATIONS & CONDITIONS

- Flexibility in terms of work hours and job requirements. Normal work week is 35 hours per week. Some evening and weekend work may be required, including assisting Superintendent with standby staffing when needed.
- Working locations include the Public Works Shop, Wastewater Treatment Plant and Town Hall.
- Eyesight must be in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.
- May be subject to inclement weather during the discharge of responsibilities.
- Hearing must be in the normal audio range with or without correction.