



Position Posting

Executive Manager, Operations

Lloydminster

The City of Lloydminster (City) is a dynamic, bi-provincial city located in Alberta & Saskatchewan. With a population of more than 31,000 situated on both sides of the Border, and with an average age in the mid 30's the City is a vital growing metropolis. Lloydminster is proud to have been consistently ranked as a top Canadian city to start a business, and boasts vast opportunities, with a commitment to community-based living.

The City has a thriving economy, with an expanding retail and business sector, and a host of tourism activities for visitors to the City. The City entrepreneurial spirit has created a vibrant community for all to benefit. Visitors are welcomed, businesses excel and residents are valued, making Lloydminster a wonderful City to live, work and play with unlimited opportunity.

The Role

The Executive Manager, Operations reports directly to the City Manager (CM), has five direct reports and is a member of the City's Executive Leadership Team (ELT). This position is responsible for the planning, management, implementation and performance of all designated City Operations. The Executive Manager, Operations provides assistance, coverage and support to the City Manager from time to time and on an as need basis and acts for other ELT members in their absence. This position is responsible for the strategic leadership and direction for the following departments:

- Building Maintenance
- Transportation Services
- Environmental Services

The Executive Manager, Operations is a key member of ELT and contributes to the overall strategic direction, leadership and operations for the City of Lloydminster. The successful candidate would be responsible for the efficient use of resources and identifies opportunities for operations and efficiencies. This position prepares briefing materials and works closely with City Council to ensure the appropriate information is provided in order to approve operating and fiscal policy. The incumbent builds effective, cohesive relationships with internal and external stakeholders, community partners and inspires the department to provide outstanding customer service to its residents.

Key responsibilities for this position include:

Strategic Leadership

- Demonstrates passionate personal commitment to quality leadership.
- Acts as a representative for the entire organization, not just the department.
- Effectively translates concepts and information related to the department.
- Establishes credibility by demonstrating broad knowledge and good judgement.
- Positions ideas and proposals to address the needs, interests and concerns for all stakeholders.
- Responsible for leading, directing and planning for Capital Development and projects for Operations.



- Provides strategic leadership and direction to the Operations Department.
- Provides leadership and direction as a member of the Executive Leadership Team.
- Reviews and provides direction on procurement functions for reporting departments.
- Ensures the efficiencies of reporting staff through their selection, training, development and motivation.
- Provides direction on investigation and implementation of policy and procedure improvements.
- Develops and monitors business plans, strategies, and processes to ensure high quality of service delivery with a focus on customer service.
- Provides professional advice and support to the Mayor, Council and City Manager.

Engaged Leadership

- Willingness and adaptability to provide management with mentorship and participate in the development of management and supervisors.
- Invests time in managing and developing people, individually and collectively.
- Creates an open, positive working environment to stimulate open discussion.
- Sets clear expectations, monitors, evaluates, rewards and develops performance.
- Builds leadership throughout the department.
- Guides and develops employees through success, career planning and professional development.
- Provides insightful, motivating and constructive feedback, coaching and guidance.
- Ensures the team has the capacity and diversity to meet current and future needs of the City.

Administration

- Approves and presents all Council Administration reports for Operations at Council meetings.
- Prepares and approves Operational and Capital budgets.
- Prepares various reports and recommendations for City Council.
- Reviews and prepares necessary items for City Council agendas.
- Prepares budget reports and delivers information to City Council and the public regarding the fiscal status.

Change Management

- Leads change that maximizes desired results and outcomes within the department, the organization and the community.
- Fosters an environment that promotes innovation, continuous improvement and manages risk-taking.
- Anticipates then addresses the impact of large scale changes on morale and productivity.
- Works with the Executive Leadership Team to develop a set of actionable and targeted change management plans, including communication plans, coaching plans, training plans and resistance management plans.

Accountability

- Develops a culture where people hold themselves personally accountable for results.
- Ensures resources are directed to support the organization's desired goals and culture.
- Plays a leadership role in shaping the values and culture of the organization by consistently exemplifying them.
- Serves as a role model in making critical decisions that are required to move the organization forward.



- Sets a climate where team and organizational achievements are recognized, rewarded and celebrated.
- Establishes expectations regarding performance and what success looks like.

Relationship Building

- Cultivates effective relationships and networks with other departments, residents, unions, regional partners, contractors, agencies and other levels of government.
- Builds a commitment to excellence and common purpose by promoting the vision internally and externally.
- Is accessible to staff and invests the time necessary to build relationships.
- Builds support through influence, negotiations and balancing regional and national interests.
- Represents the City professionally with external parties, including but not limited to: contractors, other municipalities, provincial and federal governments and professional associations.

Other

- Reviews and responds to complaints and requests for services submitted by City Council and residents.
- Participates in committee work as assigned.
- Other related duties as required.

Qualifications

Success in this position will be maximized by a candidate who has proven knowledge and skills acquired through years of practical knowledge and experience in the management of operations, combined with excellent communication skills and the proven ability to build relationships and lead a team.

Specific requirements for this role are:

- Successful completion of a Bachelor's Degree in Public Administration or Business Administration, related equivalencies may be considered.
- A minimum of five to seven years of progressive experience as a department head in Operations is required.
- Knowledge of principles and practices of public administration and municipal government.
- Knowledge of public administrative research methods, techniques and report presentation.
- Knowledge of municipal operations and strategic direction.
- Knowledge of principles underlying the laws, bylaws and regulations for the City of Lloydminster.
- Ability to communicate effectively both orally and in writing with staff, stakeholders, residents, clients, Council and the public, including face-to-face, one-on-one settings and in group settings.
- Ability to lead and effectively coordinate the efforts of various City departments and functions with other governmental or private agencies to accomplish program goals or objectives.
- Ability to analyze a variety of administrative, operational, fiscal and social problems and make sound recommendations for solutions.
- Ability to implement, develop and carryout working procedures and programs.
- Ability to work cooperatively and cohesively with others.
- Ability to work safely and tactfully without presenting as a direct threat to self and others.



- Proven ability to maintain a high standard of discretion, ethics and confidentiality.

Personal Characteristics

In addition to core competencies, the successful candidate is a dynamic, engaged leader who demonstrates the following personal characteristics:

- **Multi-faceted Leadership** - The successful candidate is a skilled strategic and operational leader. The individual is able to move forward employees, teams, and an entire organization to perform at a higher level and to embrace change; works collaboratively with all levels of the City and stakeholders towards a common goal; communicates a compelling vision and is committed to what needs to be done; inspires others; builds motivated, high-performing teams; understands what motivates different people; and knows when and how to lead with influence;
- **Solutions-oriented** – The individual is able to absorb and digest a wide range of variables and perspectives, and condense them down to develop an action oriented plan that will lead to solutions guided by strategic goals;
- **Innovative entrepreneurship** - The successful candidate is able to think outside the box or propose new ideas or suggestions. The individual thrives in an environment where open dialogue, respect, and sharing opinions is encouraged and the status quo can be and is challenged;
- **Tactful political astuteness** - This person is comfortable working in a context that interfaces with the political daily and has a keen ability to demonstrate tact and discretion in handling matters of a confidential or politically sensitive nature, and to maintain confidentiality;
- **Communication** - The successful candidate is an expert communicator. As a manager, this person delegates appropriately, develops people by setting and communicating clear goals, providing useful feedback, and holding people accountable. As a representative of the City, this person is comfortable dealing with public/media relations;
- **Service-focused** – The successful candidate approaches work with a foundational spirit of service and fosters this spirit of service at every level, both within the organization and with key stakeholders, levels of government, residents and Council;
- **Pragmatic decision-making and problem-solving** - This person is a grounded, common-sense, and practical decision-maker. In rising to the challenge of even the toughest and most complex of problems, this person gleans meaning from whatever information is available, and adds personal wisdom and experience to come to the best conclusion and solution. This person uses multiple problem-solving tools and techniques, and can make decisions quickly without hesitation.



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The City of Lloydminster offers consistent working hours that afford a positive quality of life, a competitive salary/benefit package and relocation allowance.

Contact

The City of Lloydminster is an equal opportunity employer. If you have questions or require further information on this position, please feel free to contact us. All applications must be made in writing to the person named below.

Daylin Fergusson

Senior Manager, Employee Relations

City of Lloydminster

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Application Deadline

September 15, 2017 (*or until a suitable candidate is found*).