Manager of Technical Services and Operations Support

Permanent (Full-time)

Located along Highway 404 in northern York Region, East Gwillimbury is a premier centre for growth within the GTA. EG offers competitive wages and benefits and prioritizes the mental and physical well-being of its employees. Employees also have access to more than 50 kms of trails to enjoy the beauty of EG while at work. The Town of East Gwillimbury is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process and as we grow, it is important our workforce reflects the citizens we serve. We respect, encourage, and celebrate our diversity. Join our team and see the EG difference!

Reporting to the Director of Public Works, the Manager, Technical Services and Operations Support leads the Town's technical services and operational support functions for water, wastewater, stormwater, roads operations, streetlighting, solid waste and traffic operations. Furthermore, this position oversees programs and activities related to municipal consents, road occupancy permits, Town's fuel system, utility locates, and the school crossing guard program, ensuring the safe and efficient movement of pedestrians and traffic throughout the community.

The Manager provides strategic, technical and operational leadership to support frontline operations and the broader EPW team; leads operational programs and continuous improvement initiatives; oversees compliance, Public Works contracts, data and performance reporting; provides public facing customer services, and coordinates technical input into capital projects, asset management plans, development activities and infrastructure planning. The position ensures that operational requirements, regulatory obligations, service levels and municipal priorities are effectively integrated into the Town's Public Works day-to-day activities and future works. Responsibilities also include:

- **Technical Operations Support:** Provide technical guidance and operational support across Public Works services, including water, wastewater, stormwater, roads, streetlighting and solid waste.
- **Regulatory Compliance and Drinking Water Quality:** Lead regulatory compliance activities, including CLI-ECAs, Drinking Water (Form 1) reviews, operational manuals, and the Drinking Water Quality Management System (DWQMS).
- **Operational Issue Resolution:** Investigate and resolve complex operational issues, infrastructure deficiencies, service disruptions, and customer concerns, coordinating corrective actions as required.
- **Program Development and Continuous Improvement:** Lead the development, implementation, monitoring and continuous improvement of operational programs, standard operating procedures, maintenance programs and service delivery practices.
- **Performance Monitoring and Reporting:** Analyze operational and infrastructure data, establish performance measures, identify risks and opportunities for improvement, and prepare technical reports, business cases and recommendations for senior management and Council.
- **Capital Planning and Asset Management:** Provide technical and operational input into capital projects, infrastructure renewal, asset management plans, master plans, servicing studies and engineering design reviews.
- **Contract and Procurement Management:** Develop and administer contracts, prepare procurement documents and scopes of work, evaluate proposals, monitor contractor performance, and review deliverables and expenditures.
- **Budget and Financial Management:** Support operating and capital budget development, monitor expenditures and forecasts, identify financial risks, and ensure compliance with approved budgets and Town policies.
- **Staff Leadership and Development:** Lead and support technical and operations support staff through work planning, priority setting, performance management, coaching, mentoring and professional development.
- **Stakeholder Relations and Collaboration:** Collaborate with internal departments, regulatory agencies, consultants, contractors, municipal partners and the public to support effective service delivery, regulatory compliance and corporate priorities.

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The ideal candidate will have a post-secondary education in civil engineering technology, environmental technology, engineering or a related discipline. Minimum 3-year Civil or Environmental engineering technology diploma. In addition:

- Professional designation or certification such as Professional Engineer (P.Eng). or Certified Engineering Technologist (C.E.T). designation from OACETT
- G license, in good standing and with a driver's record deemed satisfactory to the Town
- Relevant water quality analyst, or water and wastewater operator certification appropriate to the Town's operational requirements would be considered an asset.
- Minimum eight (8) years of progressive responsibility in municipal infrastructure, public works, technical services or operations support experience.

As part of the extended management team, the ideal candidate embodies and leads in a manner consistent with the Town's Leadership Commitments:

- ***Lead for Results*** *– Inspire staff to be their best, provide direction, feedback and coaching to contribute to individual and team development.*
- ***Think and Act Strategically*** *– Create a clear vision and strategy and see the big picture*
- ***Build Positive and Influential Relationships*** *– Build constructive and effective relationships with Town staff*

Other requirements include:

- Demonstrated supervisory or management experience.
- Demonstrated experience with municipal Public Works programs and related infrastructure (roads, water, wastewater, stormwater and traffic), regulatory compliance, procurement and contract administration.
- Demonstrated experience developing and managing operational programs, standard operating procedures, and technical projects.
- Strong understanding of applicable municipal legislation, regulations, standards and industry practices.
    - Knowledge of Safe Drinking Water Act, Environmental Protection Act, Health Protection and Promotion Act, Municipal Drinking Water Licenses (MDWL), Drinking Water Works Permits (DWWP), Drinking Water Quality Management Standard, Public Health Directives, Consolidated Linear Infrastructure Environmental Compliance Approvals (CLI-ECA), Municipal Drains, Minimum Maintenance Standards, OHSA, WHMIS, and other relevant legislation
- Strong analytical, project-management, communication and report-writing skills.
- Excellent communication skills, both oral and written and proficiency in MS Office computer applications, Work Order Management Software, and SharePoint
- Ability to deal courteously and efficiently with the public, staff, consultants, contactors etc.
- Political acuity.

Salary Range: $125,453 - $147,588 (Band 9)

Deadline for applications is November 22, 2026.

For more information and to apply, please visit: www.eastgwillimbury.ca/careers

We thank all applicants for their interest, however, only those being considered for an interview will be contacted.
The Town of East Gwillimbury is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, the Town of East Gwillimbury will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the Town's Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation. In accordance with the *Municipal Freedom of Information & Protection of Personal Privacy Act*, personal information collected will only be used for candidate selection.