Career Centre

Supervisor, Roads

OPERATIONS ADMIN.-Dept. Support
Regular Full Time
Manager
Markham, ON, CA

Today
Requisition ID: 4908

Salary Range:
$109,744.00 To $143,867.00 Annually

Department and Commission: Operations, Community Services
Affiliation: Non-Union
Vacancy Type: Replacement
Posting Date: October 30, 2026
Application Deadline: November 15, 2026

About the City of Markham
The City of Markham is consistently ranked among Canada's top municipal employers. In 2026, the City received its sixth consecutive Canada's Best Employers recognition from Forbes and Statista Inc., placing third among municipalities and 15th overall in Government Services. An award-winning municipality, Markham is recognized for its leadership in sustainability, innovative urban planning, and strong fiscal management. Serving a diverse and growing community of more than 370,000 residents, Markham combines rich heritage with a vibrant local economy and offers employees the opportunity to contribute to meaningful, impactful work that helps strengthen the community we serve.

Join us and make a lasting difference!

Job Description

Reporting to the Sr. Manager, Roads & Survey, you will be responsible for the coordination, supervision and administration of roads maintenance functions within an assigned geographic area of the City.

Key responsibilities include:

Road Operations

- Plan, coordinate and supervise the deployment of staff and equipment for the maintenance and repair of roads, sidewalks, boulevards and related municipal infrastructure, in accordance with approved service levels, municipal policies, applicable legislation and Ontario Regulation 239/02, *Minimum Maintenance Standards for Municipal Highways*.
- Oversee road and sidewalk repairs, asphalt patching, curb and culvert maintenance, fencing and guide rail installation and repair, stormwater and drainage activities, catch basin cleaning, litter and debris removal, street and sidewalk sweeping, and other right-of-way maintenance programs.
- Ensure required road patrols, inspections and maintenance activities are completed and documented in accordance with the Minimum Maintenance Standards and established City procedures.
- Monitor identified roadway and sidewalk deficiencies, establish appropriate corrective actions, and ensure work is completed within applicable regulatory and operational timelines.
- Oversee assigned Operations Yard functions, ensuring facilities, equipment, materials and activities are managed safely and effectively.

Winter Maintenance

- Supervise winter maintenance operations, including road patrols, snow plowing, snow removal, salting and other ice-control activities, in accordance with Council-approved service levels, the Minimum Maintenance Standards and City policies and procedures.
- Coordinate delivery of the Seniors' Windrow Assistance Program and winter drainage activities, including culvert steaming and debris removal.
- Ensure weather conditions, patrol observations, material applications, equipment deployments and maintenance activities are accurately documented to support regulatory compliance, operational decision-making and claims management.
- Assist with the declaration, administration and documentation of Significant Weather Events in accordance with applicable legislation and City procedures.
- Participate in rotational standby coverage and provide operational leadership during storms, emergencies and other after-hours events.

Staff Leadership and Development

- Supervise assigned staff, including work planning and scheduling, payroll administration, attendance management, training and development, health and safety compliance, performance evaluation, coaching and mentoring.
- Administer applicable collective agreement provisions and participate in labour-relations matters, including progressive discipline and recommendations concerning termination, where required.
- Assess staffing and operational requirements and recommend permanent, seasonal or temporary staffing adjustments and secondments.
- Participate in recruitment and selection processes and ensure newly assigned staff receive appropriate orientation, training and support.
- Ensure employees understand and comply with applicable legislation, regulations, policies and procedures, including the *Occupational Health and Safety Act*, the Minimum Maintenance Standards and relevant environmental requirements.
- Promote a respectful, accountable and service-focused workplace aligned with corporate and departmental values.

Contract and Project Administration

- Support the preparation of tender specifications, cost estimates and bid evaluations for road maintenance projects, contracted services, materials and supplies.
- Coordinate contract start-up following award, including required permits, utility stake-outs, scheduling, site coordination and contractor mobilization.
- Administer assigned contracts by conducting field inspections, supervising contracted and project work, verifying materials and supply deliveries, and monitoring contractor and supplier performance.
- Ensure contracted work complies with tender specifications, contract requirements, municipal standards, applicable legislation and regulations, including health and safety, environmental and traffic-control requirements.
- Resolve field issues with contractors and suppliers and coordinate the timing and delivery of bulk materials and other operational supplies.
- Review and authorize progress payments, assess proposed change orders and prepare required reports and supporting documentation.
- Maintain accurate inspection and contract-administration records to demonstrate due diligence, support claims investigations and protect the City’s interests.
- Monitor contractor and supplier performance to ensure service quality, accountability and value for money.

Reporting, Analysis and Presentations

- Prepare clear, accurate and professionally written reports, briefing notes, memoranda, presentations, correspondence and recommendations for senior management, Council, committees and other internal and

external audiences.
- Analyze operational, financial and performance information and present findings, risks, options and recommendations in a concise and evidence-based manner.
- Prepare and deliver presentations on maintenance programs, service levels, contracts, budgets, operational performance, legislative requirements and special projects.
- Translate complex operational and technical information into clear language appropriate for residents, elected officials, senior leadership, staff and other stakeholders.
- Compile and present performance measures, service statistics, financial information and benchmarking results to support business planning and informed decision-making.
- Provide timely verbal and written briefings on emerging operational issues, service disruptions, significant weather events, public-safety concerns and matters of political or community interest.
- Ensure reports, presentations and supporting records are complete, factually accurate, appropriately documented and aligned with corporate standards.
- Demonstrate strong public-speaking, facilitation and interpersonal communication skills when presenting recommendations, responding to questions and representing the department at meetings, committees and public forums.

Financial and Business Planning

- Assist with the preparation of departmental operating and capital budgets and administer approved budgets within assigned areas of responsibility.
- Reconcile assigned accounts, review and authorize expenditures, and monitor financial performance against approved budgets.
- Participate in reviews of the appropriate mix of in-house and contracted services.
- Contribute to departmental work planning, business planning, capital planning and continuous-improvement initiatives.
- Benchmark productivity and service performance, identify best practices, and recommend improvements to operational procedures, service delivery and resource utilization.
- Streamline and update operational processes to support compliance with applicable standards, procedures, health and safety requirements, contractor-performance expectations and municipal value-for-money objectives.

Special Events and Organizational Support

- Coordinate operational support for community and special events, including the setup and removal of road closures, traffic-control signage, barricades, fencing and other required infrastructure.
- Work with internal departments, event organizers, emergency services, contractors and other stakeholders to support safe and effective event implementation.

- Ensure road closures and traffic-control measures are implemented in accordance with approved traffic-control plans, applicable legislation, City requirements and Ontario Traffic Manual guidance.
- Provide support for City-wide Operations maintenance programs and act as backup for other Operations Supervisors, as required.
- Participate in rotational standby coverage and act in the absence of the Senior Manager, Roads & Survey, when assigned.

Customer and Stakeholder Relations

- Respond to inquiries and service concerns from residents, businesses, Councillors, contractors, suppliers and internal departments regarding maintenance programs, contracts, equipment and material needs, policies, procedures, contract administration and other Operations matters.
- Investigate operational and customer-service issues, coordinate appropriate responses and maintain accurate records of actions and outcomes.
- Provide clear and timely information regarding approved service levels, maintenance programs, regulatory requirements and operational decisions.
- Build effective working relationships across the organization and with external partners to support coordinated service delivery.

Departmental Leadership

- Participate as a member of the Operations Department management team.
- Lead or contribute to departmental and corporate project teams, committees and operational initiatives.
- Champion the City’s corporate, commission and departmental vision, mission and values within Operations and among colleagues and co-workers.
- Ensure work is conducted in accordance with applicable legislation, regulations, municipal policies, operating procedures and health and safety requirements.
- Undertake special projects and perform other related duties consistent with departmental, commission and corporate objectives.

Legislative Compliance, Risk and Records Management

- Support compliance with applicable legislation, regulations, standards, municipal bylaws, approved service levels and City policies governing road and right-of-way operations, including, but not limited to:
  - *Municipal Act, 2001*
  - Ontario Regulation 239/02, *Minimum Maintenance Standards for Municipal Highways*
  - *Occupational Health and Safety Act*
  - *Highway Traffic Act*

    - *Environmental Protection Act*
    - *Accessibility for Ontarians with Disabilities Act, 2005*
    - Applicable Ontario Traffic Manual requirements and guidance
- Ensure inspections, patrols, maintenance activities, service requests and corrective actions are appropriately documented and retained in accordance with corporate records-management requirements.
- Identify operational risks and service deficiencies and take appropriate action to protect public safety, maintain service continuity and reduce municipal exposure.
- Assist with insurance claims, litigation matters and other investigations by compiling maintenance records, inspection documentation, photographs, work histories and other supporting information.
- Apply and promote due diligence in operational planning, field supervision, contract administration and the deployment of municipal resources.

Qualifications

- College diploma in Civil Engineering Technology or a related field, supplemented by training in road maintenance.
- Certified Engineering Technologist (CET) and/or Certified Road Supervisor (CRS) designation, or eligibility to obtain.
- Minimum five years of progressive experience in a high-volume municipal road maintenance environment, including supervisory experience in a unionized workplace.
- Comprehensive knowledge of road maintenance practices, contract administration, labour relations, collective agreement administration and contemporary management practices.
- Thorough knowledge of applicable legislation and regulations, including the Occupational Health and Safety Act, Highway Traffic Act, and Ontario Regulation 239/02, Minimum Maintenance Standards for Municipal Highways.
- Strong leadership, interpersonal, analytical, organizational, project management, problem-solving, recordkeeping and work-prioritization skills.
- Demonstrated ability to develop effective teams, build productive working relationships and align field operations with corporate and departmental objectives.
- Strong written and verbal communication skills, including the ability to prepare reports, deliver presentations and communicate effectively with staff, senior management, elected officials and the public.
- Proficiency with standard office applications; experience with road maintenance management and infrastructure asset management systems is an asset.
- Valid Ontario Class G driver’s licence in good standing; DZ licence preferred. A satisfactory driver’s abstract is required as a condition of employment.
- Availability to participate in rotational standby and respond to emergencies outside regular working hours.

Core Behaviours

- **Service Excellence:** Leads and supports staff in meeting or exceeding service standards when interacting with customers.
- **Change & Innovation:** Effectively implements change and supports and involves staff through change transitions.
- **Teamwork & Relationship Building:** Leads and supports staff in working together collaboratively, fosters teamwork and inclusion, and cultivates relationships.
- **Communication:** Models active listening and clear communication, and supports staff members in communicating effectively.
- **Accountable Results Oriented:** Role models ethical behaviour and accountability; clarifies expectations, policies and legislation and supports staff in meeting them.
- **Management & Leadership:** Supports a positive work environment, develops and enables staff, sets clear expectations, provides regular feedback, and addresses performance.

Core Values
At the City of Markham, our work is guided by a shared set of core values that shape how we serve our community and support one another.

- **Service Excellence:** the consistent delivery of high-quality efficient and customer-centric service that exceeds expectations.
- **Accountability:** our obligation to be responsible and accountable for our actions, decisions and performance.
- **People-Focused:** putting people first.
- **Trust:** the confidence we place in each other to act with integrity and fairness.
- **Innovation:** Investing in each other and the way we deliver our programs and services.

We are looking for candidates who bring these values to life through their actions, decisions, and leadership approach.

Conditions of Employment
As a condition of employment, you will be required to provide a satisfactory Criminal Record and Judicial Matters check

AI Disclosure
At the City of Markham, we value transparency and fairness in recruitment. While our system (ADP Workforce Now) includes AI-powered features, we do not use AI to screen, assess, or select applicants. All evaluations are conducted by people.

The City of Markham is committed to inclusive, accessible and barrier free employment practices and to creating a workplace that reflects and supports the diversity of the community we serve. Please let us know if you require accommodation and we will work with you to ensure a barrier free hiring process.

Please respect our scent free area by not wearing scented products when visiting the office.

Back Apply