

**Position Title:** Administration Manager  
**Department:** Transportation Services  
**Reports To:** Director of Transportation Services

## Purpose

The Administration Manager plans, directs, and coordinates a broad range of activities across the Operations, Engineering and Administration functions of the Transportation Services Department. The position will optimize daily operations by analyzing and monitoring policies and procedures to ensure efficiency and excellent customer services. The incumbent ensures timely communication between the cross functional teams and their internal and external partners. The Administration Manager works closely with the Director to plan and execute longer term strategic projects.

## Responsibilities

- Leads and implements complex strategic projects and policy initiatives being undertaken by the department in coordination with internal and external partners.
- Ensure that all projects are delivered on-time, within scope and within budget
- Assist in the definition of project scope and objectives, involving all relevant internal stakeholders and ensuring technical feasibility
- Develop a detailed project plan to monitor and track progress
- Manage changes to the project scope, project schedule, and project costs using appropriate verification techniques
- Measure performance using appropriate project management tools and techniques
- Recommend changes to policies or procedures to improve operations, such as reassessing supplies or recordkeeping
- Work with the Transportation Leadership team to establish project goals, deadlines, schedules, allocation of proper resources and communication plans
- Track staffing requirements and ensure the required staff are hired, trained, and retained to meet Transportation's operational requirements.
- Provide leadership to the clerical and administration staff and any administrative co-op students.
- Preparing performance plans and carrying out performance reviews at predetermined stages for all staff; selection of staff; initiating discipline as

required; approving timesheets, overtime, time off, vacation, etc; recommend staff rotation and promotions, merit increases and staff training.

- Actively pursue strategic and operational objectives
- Grow the efficiency of existing processes and procedures to enhance and sustain the department's internal capacity
- Develop, manage, and monitor records and ensures appropriate records collection and retention
- Working with corporate health and safety manger, ensures facilities and equipment are safe, secure, and well maintained
- Works with HR Business Partner on recruitment, retention, labour relations and employee engagement
- Monitors budgets and expenditures, tenders and contracts, supports finance lead with variance analysis.

### *Communication*

- Maintain consistent communication with internal and external partners of the Transportation Services Department
- Maintain ongoing and regular communication with internal management, internal staff, member municipalities and the public
- Hold internal staff meetings regularly to ensure strategic and operational objectives are being met
- Assist with the development of and implementation of succession plans to ensure efficient operations of the department
- Arrange regular meetings with member municipalities as required to discuss shared budget requirements, capital projects and operational maintenance
- Meet with Administrative partners throughout the Corporation to ensure all activities are compliant and meet the administrative requirements of Grey County
- Maintain communication that is open and timely with the public to ensure that requests and concerns are managed appropriately
- Keep informed of administration staff workload to ensure maximizing department resources for task completion.
- Improve communication with the public regarding the duties and accomplishments of the Transportation Services Department

## *Policy and Procedures*

- Develop, implement, and maintain policies and procedures
- Work with various agencies to investigate existing practices and implement updated practices.
- Grow the efficiency of existing department procedures to enhance internal capacity

## Working Conditions

Usual hours of work are 35 hours per week. Overtime is expected when required to meet the requirement of the position.

## Contacts

### *Internal Working Relationships*

High degree of contact with all Transportation Services staff and broader corporate employees. Establishes and maintains working relations with all staff within the County of Grey to ensure departmental consistency.

### *External Working Relationships*

High degree of contact with member municipalities, public, government agencies and other external contacts with whom the County does business.

## Knowledge and Skill

The must have related work experience that reflects managerial and leadership abilities.

Administrative services managers should also possess the following specific qualities:

- Post-secondary degree in Business Administration and/or related discipline
- Minimum five years' experience in a managerial position or an acceptable equivalent of formal education and skilled in an operations management role
- Experience working in a municipal setting with a focus on Transportation and or Public Works is preferred
- **Analytical skills.** Administrative services managers must be able to review an organization's procedures and find ways to improve efficiency.
- **Communication skills.** Much of an administrative services manager's time is spent working with other people. Therefore, communication is a key quality.

- **Detail oriented.** Administrative services managers must pay attention to details. This quality is necessary across a range of tasks, from ensuring that the organization complies with building codes to managing the process of buying equipment.
- **Leadership skills.** In managing workers and coordinating administrative duties, administrative services managers must be able to motivate employees and deal with issues that may arise.
- Proven working experience in project management
- Strong interpersonal skills combined with demonstrated project/time management, organizational, analytical, research, conflict management, report writing, negotiating, problem solving and public relations
- Strong oral and written communication and leadership skills are required to manage staff, to facilitate internal coordination; and to deal effectively with the public and member municipalities.
- Ability to think and act strategically in a political and community service environment, and to foster and contribute to a positive, productive work environment.
- Knowledge of County corporate policies and procedures and road maintenance and operations standards
- Ability to use common computer software efficiently and ability to interpret data as related to transportation activities

## Impact of Error

Errors in judgement and inappropriate recommendations and/or ineffective communications impacting stakeholders have the potential for negative financial repercussions, unfavourable public relations and liability.

Communication errors may result in poor morale, ineffective use of resources, unfavourable relations with the public and external contacts such as member municipalities.