



Job Description – Operations Coordinator

Position Summary:

Reporting to the Director of Operations, the Operations Coordinator position is responsible for the administrative coordination and support of the Operations department, including roads, stormwater, parks, and facilities. The position is the first point of contact for resident inquiries, provides administrative support, assists with procurement for operating and capital projects, and organizes locate and permit requests.

Immediate Supervisor:

- Director of Operations

Directly Supervises:

- N/A

Duties and Responsibilities:

- Provides administrative support for all infrastructure related matters.
- Provides administration assistance with preparing, modifying and managing procurement documents, including managing the Township's online procurement portal.
- Responds to general enquiries at the administration centre counter; directs such enquiries to the proper personnel or department in a courteous fashion. Explains general policies of the municipality where appropriate.
- Assists the public in applying for permits by providing forms and indicating information needed. Ensure all information needed is collected. Follows up on applications where information may be outstanding.



- Processes entrance, road occupancy, and municipal consent permit applications, and recommends approval to the Director where appropriate.
- Receives infrastructure locate requests, arranges for on-site work if necessary, and communicates results to the requestor.
- Prepares reports to Council on monthly activities, tenders, service levels etc., under the supervision and guidance of the Director.
- Assists the Director with the development and preparation of annual operating and capital budgets.
- Processes invoices for approval, including coding and budget monitoring.
- Dispatches work activities, projects, and programs to staff through work orders system; implements improvements as approved.
- Compiles daily cash/receipts from the Norwich Community Centre and other Township owned facilities.
- Records and tracks energy expenditures/consumption for assets and facilities.
- Ensures that departmental records are maintained and stored appropriately, based on the Township's records management system.
- Drafts and distributes correspondence, notices and other communications on behalf of the Director and other department staff, including updating departmental web pages.
- Responsible for maintaining up-to-date vehicle licencing and CVOR registration on behalf of the Township.
- Maintain inventory of supplies and equipment; distribute supplies and equipment; assist with ordering supplies and equipment for departmental activities.
- Prepare year end inventory reports for Public Works and Parks & Facilities divisions.
- Completes annual salt usage reporting.



- Provides support for Operations related events, including community events involving Operations resources.
- Coordinates training for Operations Department employees, and maintains training records.
- Provides back-up for the Township's customer service team, including greeting visitors to the municipal office and fielding general phone calls.
- Any other duties, as assigned by the Director.

Education, Experience and Qualifications:

- Post-secondary degree or diploma, preferably in business, office administration or a related discipline, or an equivalent combination of education and relevant work experience.
- A minimum of two years' experience working in an office environment, preferably in a municipal setting.
- Experience in public works, construction, or facility management considered an asset. Should be familiar with general engineering terminology as it relates to public works.
- Excellent interpersonal, organizational and communication skills.
- Thorough working knowledge of applicable legislation, including the Municipal Act and the Highway Traffic Act, and associated regulations.
- Ability to exercise sound independent judgment within general policy guidelines.
- Ability to prepare clear, concise and competent reports, correspondence, and other written materials.
- Advanced proficiency in MS Office, internet and web-based applications.